

Customer Recommendations

The following recommendations were submitted by survey respondents to the following optional question, **“Based upon your experience(s) with San Antonio Development Services, do you have any specific recommendation(s) for improving or delivery better service?”**

In total, 1007 respondents submitted comments. Many comments were minor or not actual suggestions in response to the question. After review of the submitted comments, it was determined that each falls within one or more of the following categories:

1. **The Department should work to improve customer service and staff motivation. (116 comments)**
2. **The Department should reduce the length of the overall review process. (109 comments)**
3. **The Department should make its on-line services more user-friendly and work to provide more services via the Internet. (104 comments)**
4. **The organization should work to improve coordination and communication between departments during plan review and inspections to reduce unnecessary delays and cost to its customers. (87 comments)**
5. **The Department should ensure that staff is well trained, possessing expertise with code requirements and development process. Staff should be able to handle all inquiries. (87 comments)**
6. **The Department should hire more staff (inspectors and plan reviewers). Workloads should match the process and goals. (64 comments)**
7. **The Department should strive to provide clarity regarding the development process and code requirements. (59 comments)**
8. **The Department should work to improve overall communication with its customers, specifically addressing telephone services, response times to inquiries, and ensure customer follow-up. (56 comments)**
9. **The Department, with additional inspectors, should develop a system to ensure that inspection appointments can be scheduled and met, accordingly. (30 comments)**

These comments have been grouped into these categories to facilitate review. The comments below, however, have not been modified from the original entry by the respondent. It should be noted that, for privacy purposes, some comments were hidden (e.g., names and phone numbers).

Improve Customer Service and Staff Motivation

1. The staff needs to understand they work for the citizenry of the city NOT against. There is an attitude of what we CAN'T do vs. what we CAN do. When the average Joe shows up at the city to request a building permit or c of o and will do this only 1 time in his life, the staff needs to assist this person. These are the people that need their hand held during the cumbersome process that the City has developed. It is very disappointing to see a person struggling through this process for no other reason than someone just won't direct them through the process.
2. fire Norbort Hart and all fire plan reviewers
3. Motivate your people
4. Somehow, the culture of at One-Stop needs to change. I don't know how that happens, but there are far too many unprofessional, incompetent, rude people who seem to presume their primary responsibility to be unhelpful and/or uncooperative.
5. The City employees should have the attitude that the taxpayer/citizen of San Antonio is the reason their job exist and to treat customers as you would in the private sector.
6. A majority of the field inspectors seem to have (and desire) an adversarial position with the builder and take personal delight in the use (abuse) of their position.
7. Allocate the finances to Development Services necessary to achieve a level of customer service for the real estate industry that matches the industry's volume of development.
8. Allow overnight submittals for out-of-town Architects.
9. be more helpful and courteous with the contractors, and/or subs. A little consideration for the people being dealt with, generally, construction people are not administrative-friendly if they have no office personnel and have to pull the permits, etc themselves. Just food for thought....
10. be more helpful. my build inspector was exceptional and could be an example for all believe his name was Jacob ?
11. Be more personable
12. Being able to have someone in the sign department available at all times of operation. Currently there is no set schedule for the sign inspectors to be on duty.
13. Being assigned a City Rep. and being able to speak to that person about your plan review.
14. Better customer service by empowering employees that they make a difference!
15. Better customer service and people who are knowledgeable in area

16. Better management of the department.
17. Central Command and Oversight from the Mayor's Office. Perhaps an Ombudsman.
18. Certain people should be assigned to certain kinds of projects so they know what will be needed and help the client go through the process. If everything isn't complete when you come in they won't take anything and then you have to come back again and meet someone else.
19. change the attitude and more closely manage
20. Computer issues need to be handled. Changes in the permitting system for the electrical trade have made it difficult to have a smooth experience.
21. Continue to stress positive attitudes and customer service among all city employees!
22. customer friendly reps, people you care, cutting through red tape on items not needing to be bogged down,
23. Customer Service Training...maybe have people read "The Question Behind the Question." Too often, "It ain't my department or not my problem." I actually had someone leave me at the counter because it was their break.
24. Develop a customer service attitude among city employees.
25. DO A BETTER JOB WITH THE PEOPLE WHO TRY TO DO PERMITS.
26. Do not make excuses for inadequate service(s). If the request cannot be addressed within several working days, be more professional and notify the "customer" the request will not be answered within.....the approximate # of days. Do not state in an open meeting that, for example, Demolitions could not ever occur without all procedures being followed appropriately, for Demolitions of property have occurred without proper "paper work."
27. Employees should be more approachable. All employees have a "it's not my job" attitude. That must change. I procrastinate everytime I need to contact the city. I always hope there is a way to avoid contact with the city thru the internet but usually have to contact them for my info.
28. Encourage employees to produce more work, ie. speed up.
29. Even if you can't find the answer to a question, let the people know it.
30. Fire anybody that is rude. Let go of people who do not do a good job. Get the right people in the department. Take a critical eye approach and partner with the people to determine what will improve their service.

31. For the most part, the persons are very ill natured and do not readily tell you what you need to do or need to know. They seem more interested in taking their breaks than in service.
32. Friendlier customer service at Development Services.
33. Garage sale permits should not be located with Contruction Permits.
34. GET A LEADER TO RUN THINGS AND FIRE THE ONES WHO DO NOT HAVE THE RIGHT ATTITUDE
35. Get rid of the Civil Service attitude. Hold people accountable like the rest of the real world. Get rid of the deadwood. Work on customer service. The SADevelopment Service represents the City. Companies do not have to come to this city to do business they can go elsewhere.
36. Give all the employees a pat on the back, a extra 30 minutes for lunch, or maybe some krispe kreme donuts once a month just to let them know how wonderful a job they are doing . Its cheaper than giving them all a pay raise. Out of all the city employees I have dealt with, the Development Services is by far the best.
37. Have a full night crew reviewing plans for permit. As a developer i would gladely pay overtime or extra building permit cost to obtain a commerical building permit in two weeks.
38. have another way to schedule inspections after 4:30 other than the website
39. Have at least two people at all times especially during the lunch hour. Usually, there is only one to take care of the department (EXTREMELY SLOW when this happens). Pay them more so they want to stay. Many have left because they get the brunt of the complaints from the customers.
40. Have the staff be more helpful and informative especially to individuals using the services for the first time.
41. Hire nice people. Educate them thouroughly and have a supervisor who can help solve unusual problems.
42. Hire people who know what they are doing and care about the customer. Try installing a 6th sigma type quality control system.
43. Hire people who really want to work.
44. How about some cooperation? Especially when the projects bring jobs and revenue to the city.
45. Hve workers treat us with respect and help us. Not just say no.

46. I recommend to do away with the micromanagement and allow your qualified personel to make decisions. Provide a pay scale that will keep good personel from leaving the city.
47. I think individuals that hold key positions in the development sources office should be personally responsible for worke that they perform .
48. I think of all the services that I have used, the Central Records desk could use the most improvement in customer service. I have stood at the counter for 20 minutes, with a counter ticket, before my presence was acknowledged. The personnel in that area have their desks configured so that their faces do not view the help counter. There is no bell to ring for assistance, and the entire process of attaining a Certificate of Occupancy is extremely slow. I do not know if it is apathy on their part or that's just the way it has always been done so why change it? It is the slowest desk. If multiple customers are there, discussions are quietly held about the slow process, but words are not uttered too loudly for fear that the certificates will not be granted. I would welcome a change in this department.
49. I think that it is the employees that need to improve the service. After all they represent the city of san antonio.
50. I understand that the city is rather busy attending to all of the projects and I'm sure some are more demanding than others, but the stall tactics and avoidance in assistance to find a resolution, tend to make the situation worse than it needs to be for the permitting process. I guess that does explain the defensive feeling I get when I meet with an inspector.
51. I was happy to know about the centers and I still think it is a great initiative. I cannot judge everything by only one experience; but please just provide reminders to the staff that they are public servants and as such there is a little bit more pressure to provide quality service even under stressful situations.
52. I would like to get a job there to teach them how to deal with customers.
53. I would like to see the Development Services more involved in the "Development" of businesses. The Development Sevice on Alamo St., to me is known for what permits or license you need and that's it! The Customer Service is very good and the building is clean and accesible, but business owners need more involvement of the City, not just what needs to be legal and what permits we need! Thank you and I hope to see more involement.
54. I would strongly recommend a "mystery shopper" style program to monitor the concerns I previously mentioned. Consider different size projects like those for or from a small, moderate, and large business or businesses. Also conduct random surveys such as this one specifically from small businesses that do not do business frequently (or new businesses, 1st timers) with this dept. This would hopefully yield unbiased or uninfluenced comments or concerns. Finally, lets get accountability in there! Get people in there that can make decisions based on COMMON SENSE! It seems there are too many people milking their jobs.

55. I'd like to see a professional receptionist with a good working knowledge of Development Services in the front, instead of being served by the security guard who is not very polite at times. More responsible and attentive employees who care about the visitors needs and be more professional and helpful.
56. Impliment a preformance based employment opportunity for all employees which deal with the public. This is how they should be rated. If they do poorly in job performace and customer reviews, they should be fired.
57. improve the payment process
58. Improved customer service, by knowledgeable, flexible, willing, understanding staff, without a personal agenda
59. It appears when I have to wait a long time for a clerk that they are too busy talking and joking with each other.
60. It seems to me the basic attitude of the employee is questionable. They do not understand the amount of money their attitude and cost the owner. Their is no sense of teamwork, i.e. let's work together.
61. It would be nice if the personnel staffing this department were friendly, personnable and motivated to perform a good job. It is obvious that they are hourly employees with the attitude of "just putting in my time".
62. It would take a major overhaul. In order to fairly critique the system, I would have to follow the platting process and make recommendations based on what I see. In the past (and I'm talking 10-12 years ago), I saw favoritism and the good-ole boy system used. Things may have changed in that regard, but it is evident that there are still personal issues at play in this process. As I stated before, unless I absolutely cannot avoid going downtown, I will avoid the city hall hassle at all costs.
63. just request that you work with the same person and they dont give you the run around.
64. Just that all employees be as helpful to customers as Ms. Martinez was to me. Remember we take up a large part of our busy day, especially when personally taking applications downtown to be turned in.
65. Just to try and be more helpful and not seem so put out that someone is asking a question and needs help.
66. maintain closer relationship with contractor. work with, not against
67. Make the department more accountable, service friendly, more responsive, and make clearer deicions.
68. make the people realize they work for the public. Try and limit the arrogance.

69. Make the staff understand that the public is their client and treat them as such.
70. More management oversight of Developmental Services functions are needed.
71. More Professionalism.
72. More smiles.
73. My interest is in where subdivisions are being built. It would be nice to see a listing of new streets open in the city on a quarterly basis.
74. Need after hour services. Also recommend a more detailed list of requirements to secure a permit. i.e. pictures for a historical area
75. NEED EXPERIENCED PEOPLE AND ONES WHO CAN ABOUT THERE JOB. THOSE WHO CARE ABOUT BUILDING THE CITY.
76. No, just better security and parking for customers. Employees park closest to the building.
77. Not sure how the grocery stores do it, but when the lines start to grow at HEB, they frequently open more lines with more checkers. I have been waiting at times for permit information when the line was growing and some of the representatives decided to go on brake which is very frustrating, but i also understand that it is hard to plan for things like that and expensive to keep employees around that are not very busy.
78. offer service for anywhere in bexar county
79. once the building permit is issued we should not have to go down to the main office for historical district permits
80. One-point contact person (ombudsman) for General Contractors to furnish pertinent information on status and holds. GC can often get Owner/Architect to furnish missing info, quickly.
81. pay better, attempt to keep people rather than spending all of your money and time with the computer system
82. Plan Reviewers and managers need to be accountable for the services they perform. They need to have respect for the local businesses and design professionals that they serve. They cost local business incredible amounts of money in delays that stem more from an "abuse of power" then protecting the health safety and welfare of the public. As a design professional, the city has cost me thousands of dollars in professional fees that clients will not pay over resolving issues with the city. 99% of the issues that I have had to battle with the city resulted in little or no changes to the original plans, which exemplifies a "guilty until proven innocent" process of determining code compliance.

83. Please instill in your staff a desire to help developers move forward with their projects and help San Antonio to grow, not remain stagnant. If one department loses a document, which a copy of can be obtained in an office in your own building, urge them to go get the copy themselves. Do not wait for the developer's agent to go to that office, get the copy and bring it to them. "Turf Battles" and "Status Concious" staffers are not a help, they are an impediment to developers.
84. Promote service and respect to ALL parties involved.
85. Put a person in charge of moving each project thru the permitting process. A day should not go by without a project being reviewed by one of the departments.
86. Reduce some of the vindictiveness of the department. Instill a more "can-do" attitude in field inspection staff.
87. Run the permit division like a business. Need good customer relations, act promptly, within reason. Suggest the city think of themselves as a partner in the permitting process and not adversarial. They should act like, I understand your schedule and together we are going to make it happen.
88. San Antonio Development Services sure could use their own parking lot for customers.
89. Some of the people who work there just might act like they enjoy working at the facility
90. Someone (from the outside with nothing to do as an employee of SA Development Services) needs to secretly watch what the employees are doing. Then you will learn information.
91. Someone at your office who can help Joe Blow with questions on getting building permits, etc. Do I need one if I put up a small fence, etc???
92. still needs to be tweaked and a little more user friendly.
93. stop online communication while customers are waiting in line.
94. Take ownership of a situation and don't just take notes and put it in a file somewhere. I will commend the District 3 person who did come out, they did seem to really observe and see what would be needed.
95. Take the time to help people and shuffle them like cattle from one dept to another looking for answers
96. The city needs to have the counter people work on their people servicing skills. You are providing a professional service where the majority of your customers are either professionals themselves or are residential customers that need to be hand held through the process.

97. The city should take appointments, to better conserve the time of the customer. There should be a consultant that I could hire, or use at the city that can help with moving the process through. I would like the city to recognize companies that try to do things by the book and go through the right process. I would like the city to recognize that some inspectors are good at what they do and others seem to have an agenda. Allen Rush is an awful inspector, cannot read plans, and definitely enjoys rejecting inspections. On the other hand Alex Garcia is always helpful and is willing to spend time to help someone get it right. The city needs more Alex's.
98. The hiring of competent, friendly staff.
99. The inspectors need to be polite and helpful in discussions with customers. I have had nothing but people with real big chips on their shoulders to deal with every time I need to use the city's services.
100. The night and weekend neighborhood service centers should have someone who can deal with the basics of commercial inquiries - at least to provide information
101. The receptionist's at the One Stop should not be taking phone calls, unless someone else is at the desk to help people that walk in.
102. The services at Development services always seem to be "How can we prevent this building from opening or getting a permit?" Alan Rush will meet with us on site before the project bids and agrees to sidewalk work but during the project construction he changes his mind and says you won't get a C of O without replacing all the sidewalks.
103. The wheels of government grind slowly, at least it could be administered with a grateful attitude, not an attitude of condescension
104. too much red tape and too many people just standing around not working!
105. Tougher rules on workers and more realistic approach to problems with the plans they are checking. I feel that there are some very good and helpful people at Development Services, but there are several that are not pull their share of the weight. Clean house on these and bring in someone who wants to work. That is how we have to operate here in the real world to make a profit.
106. treat people equally
107. Try having service for the people that you are all in office to represent!
108. When you are waiting in waiting room to consult with City, you see all of the receptions are available, but nobody call's you for long time??? We'll be appreciated if they try to fix this matter.
109. Yes, Even though the inside office has improved, the outside service could improve more, they need more HELP with personnel. Another person that needs help in representing the city department is Alan Rush, I think the Big Boss open shirt displaying

gold chains does not give San Antonio citizens a feeling that he's there to help them, rather that he's there to intimidate like a Mafia Boss Hidding behind his dark sun glasses.

110. Yes, please hire people who have customer service skills and enjoy customer service.
111. Yes, the staff generally does not work with you. The experience is more of a "you should know what we need" rather than any offer of assistance or explanation. Almost every experience at the one stop is a bad experience!
112. Yes. Put someone in place who can get people excited about their jobs. There is such a feeling of complacency right now. It's as though they know they'll never be heard, or even if they are heard that nothing will happen.
113. Your personnel, whether middle management or one of the clerks, should take ownership of whatever comes across their desk. The time it came in to the time the process is completed. They should be graded by the time it takes, and if necessary, get out of that office to take a look at the site and actually see what is being asked for. I know that my Pastor would of made time to meet with one of your officials at the site to get this process expedited. The whole process was done from architectial drawings and maps. This was just for a portable building for the Sunday school classes. More than 7 months delay, it is ridiculous.
114. Your staff needs an attitude-adjustment, from the Top on down. Many feel they are doing "us" a favor and can't wait for us to get out of their face. I moved most of my co bus out of the City to outlying areas and/or military bases.
115. Ypu have very good & very poor performers. The poor performers have been involved in the process for many years & need to leave.
116. WOrk on the closing issues and don't let the stragglers irritate the staff. We simply are trying to make ends meet also. More Management working the Fornt, leading and directing, walking in their shoes. A serious effort, not a made for TV political appearance. Don't forget who we all really work for! Ourselves and the common goal of every human, to have a better day, week, or life.

Reduce Overall Review Process

1. Recommendations: 1) Plans should be reviewed always by the same reviewer. 2) They need to establish more clear criteria for downtown developments. 3) The overall process needs to be more efficient and quick.
2. Consistent code reviews, within a dept. 2. Prelim review should be close to actual review. 3. Small projects resubmitted with modifications should have a faster process. 4. Timeliness.....
3. Review all plans and return them faster. 2. If you're going to be slow in reviewing plans at least release the contractor to begin to perform their work to avoid liquidated damages or upset customers. Approve plans with minor mistakes "approved as noted" instead of requiring resubmittal. 3. Stop charging fees for OT plan review that takes weeks to do and give two inspections for each permit, ie...1. visual 2. Hydro
4. Streamline plan review process. 2. More coordination between field inspectors and plan reviewers. 3. An appeal or review mechanism for field inspectors determinations, field inspectors more accountable for their actions
5. Who ever is responsible for negotiating for large project to come to your City should be involved directly with seeing the project through construction. 2. Large Industrial projects should not be dealt with as if it was commercial. For many cases the code does not specifically address the unique nature of large industrial. Most plan reviewers have the authority to make common sense interpretations on the intent of the code (with out a bunch of formal paperwork and procedures). 3. There are more COSA people involved with approving the drawings than there are with designing the building. A professional's stamp puts the liability of design on that professional not the plan reviewer.
6. A more effective means to have certain unique or exceptional needs of property owners promptly reviewed, then approved or rejected.
7. A much shorter overall process. The time from plan submission to permit issuance is much too long.
8. Allow more permits to be processed through the "Plan Review By Appointment" program, including apartments. Require each department to review plans within a set maximum time period and establish a method for expediting review of responses to plan review comments. Make staff of other city agencies, especially SAWS, more accountable for poor performance.
9. As stated have the staff in place. There were two people working and six of us waiting. My wait was forty-five minutes.
10. As stated previously, the Development Service office needs to create a 'Fast Track or Expedited' service for small retail businesses/cafes that are not restaurants to file

their city permits for construction and occupancy permits. There should be space and construction limits set, for example any business that is opening in spaces that are under 3000 sq feet with construction costs of less than \$75,000. For larger businesses and chains city permit delays and opening delays do carry as high of a financial impact as for smaller businesses, especially when most landlords only allow a 2 month 'free' rent policy.

11. Better organization of the process
12. Better system to eliminate waits at the main office.
13. dealing with the historical district can be very time consuming and puts a real burden on business seeking to do business in the historical district
14. Decrease the wait time.
15. Develop a user friendly process that minimizes that number of days it takes to get a business operating.
16. Development Service Representatives are not posting foundation letters in a timely matter. I have had foundation letters stamped July and 3 months later were never recorded.
17. During the five years that I have been working with the San Antonio Development Services, the process has become more complicated and more cumbersome every year.
18. Encourage face to face plan review sessions so that problems may be resolved quickly and speed up the permitting process. This can also be a money maker for the city.
19. Establish review time lines for the MDP process.
20. Faster meter releases to CPS
21. Faster permitting approval
22. Faster process in issuing permits.
23. Faster response time - specifically for plats. The drainage department may be short on staff, as it typically takes this department substantially longer to review plans than the other reviewing departments of Development Services.
24. Faster. Faster feedback on building permitting plans that need changes.
25. For the city to hold their Construction managers to pay their bills timely We have monies due from a year ago and now have had to pursue action thru the courts to collect our money

26. How a quicker turn around time for getting plans reviewed. The length of time usually requires us to pay for an overtime review fee to get it back in a reasonable amount of time. The size of the job doesn't change the turn around time. Small jobs take just as long as large jobs. Other cities we have submitted to usually take one week. We have had plans downtown for up to six weeks.
27. I could go on forever... there are alot of procedural issues that could be cleaned up so that they do not have to go back and forth between my consultants, and city staff so frequently. The process to recieve a recorded copy of your plat should be expidited. Addresses should be input into the system when the address plat is created, rather than addressing having to do their work twice. Employees should be hired for their "Can Do" additude, rather than a "what can I do to get by" additude.
28. I don't know the answer, but getting a permit is always slow. My recent experience was a nightmare - worse than usual. Everyone in my industry discusses this. Maybe you need more people. They seem swamped down there.
29. IF A TRADE PERMIT'S ADDRESS IS WITHIN THE FLOOD PLAIN OR HISTORIC AREAS, EVEN IF THE PLAN HAS BEEN APPROVED ON THE PARENT BUILDING PERMIT, WE HAVE TO MAKE A CALL OR A TRIP TO DEVELOPMENT SERVICES TO GET APPROVAL FROM THE APPROPRIATE DEPARTMENT. I HAVE ARGUED FOREVER THAT ONCE PLANS ARE APPROVED, THERE SHOULD BE NO REASON FOR EACH TRADE TO HAVE TO SPEND THE TIME CONTACTING THESE DEPARTMENTS FOR APPROVAL.
30. Improve the time lag in receiving property deeds.
31. In platting, if there is a revision to be made for one reviewer, the time stops and other reviewers are not required to continue the review of the project. This should change and each reviewer should have their own time limit independant of others. The letters of certifications are good for 6 months and sometimes the project takes more than this period and a recertification is needed. The certication should be valid for longer time. If the project is within the TxDOT area, the street will call for waiting for revision and all other reviews stops until TxDOT has completed their review. This should change
32. Inporove the Time frame for Fire view.
33. Inprove the permits with special needs
34. It appears as though all sizes of projects are given the same priority. Clearly small commercial projects need to have a turn around time of two weeks max and a re review turn around of 7 days.
35. It has been a while since we have sought any type of construction permits, but from what I remember there was always a long waiting period for permits.

36. It Take Way to long to get a project thought review and Permitted. 3-6 months???
37. It would take too long and too much space. In general terms, a complete overhaul.
38. its great other than the time lost in the downtown area
39. Just complete a comprehensive review when the project is submitted and approved. Make all required revisions at that time, not when the project is comeplete and ready for occupancy. The rules should not change at the end or by an individuals whim.
40. Just to speed up the process if it is to take 3 wks. to get an attached sign permit. All of the people I have had contact with were verry good and helpful.
41. lead time is improving, but continue to work to reduce the time required to obtain a building permit permit review staff should not recommend design changes to registered engineers----review should only be code compliance
42. Less paperwork
43. Less time in the turnaround in normal plan reviews. Not having to pay so much for express plan review.
44. make serv move faster or use the internet with out usign killing fees, (ex; the state changes extra to use the internet, why you are saving, time, gas, etc.)
45. more coverage at 12:00 (lunch time)
46. more organization would expedite the permit process. It always seems that two or three persons are sitting at thier computers blankly staring at them?
47. NEED TO MOVE QUICKER ON PLAN REVIEWS AND INSP.ON JOB SITE
48. Need to speed up plan reviews, which in turn will stremline the permitting process. Need to inprove the lines of communication between the inspectors and contractors. Need to overhaul the electrical board so it's primary agenda is truely focused on the electrical industry, and not on satisfying the agenda of the trade unions.
49. Once a permit application is submitted for a specific trade, allow that submitted application to serve as a "go to work" permit allowing contractors to begin work while waiting on formal review and permit. Also mandate the turn around time that plan review has to review trade specific plans, 21 days seems adequate or 15 working days. This way the contractors and owners will know the latest that the plan review will be conducted and not playoing the guessing game or the waiting game. Providing an on-line access for all trade permits status and interaction would also be helpful

50. Only what I stated before with the miscommunication with CPS and Central Records. I run into this on every job.
51. Permitting services are adequately staffed, however at times it seems that customers have to wait when permit officials seem to not be busy.
52. permits should take less time to get thru the system
53. plan checking and approval process is to slow
54. Plan review I believe needs help. There are not enough persons to assist making a visit lengthy. If you did have more help in this area, some of the trips to the One Stop could be eliminated. Phone calls are not returned probably because the employees are at the counter. Don't know for sure.
55. Plan review process for permitting way too long with alot of inconsistencies as it relates to ther size of a project. A 1 million dollar project with less complexity can take longer for permit review than a 4 million dollar very complicated project.
56. Plan review services provided by an independent reviewer
57. Plan review time is a little long.
58. Plan review time is not sufficient. Plans should be reviewed within 7-10 days.
59. Please, read my previous remark, about the need to expedite the building and fire permits!
60. Projects are so varied and sites are so varied, it is impossible to fit everything into a standard form. Timely feed back for review comments is very important to eliminate wasted time and minunderstandings.
61. provide a small project section that can view this projects faster and responses can be submitted sooner than it now takes. projects from 100k to 1 mil.
62. Put specific time frames on plan reviews. For example a project must be reviewed by all departments in no more than 3 weeks.
63. quicker turn around on sign permits.
64. Recommend evaluating the expedited/after hours service.
65. reduce wait time
66. REDUCING THE REVIEW TIME. IT TAKES TO LONG TO GET A BUILDING PERMIT THRU THE SYSTEM.
67. Reveiw periods Resubmittal procedures. Most cities make you pick up the drawings and reinsert the changed pages and then resubmit.

68. Right now it's taking a while to get back a fire sprinkler plan review. The wait time is something like 1 month. This kind of makes it difficult when we have a general contractor who wants us to start working quickly.
69. Same as stated before. It would help to process plans from start to finish to find all of the problems before returning them. This should greatly reduce the number of visits that is needed to get approved plans.
70. San Antonio's development services has been ranked as one of the most difficult to deal with in the nation. platting takes 4 to 5 months, plan review takes 3 to 4 months. inspections take 4 to 5 days after request. It is outrageous, costly and a significant deterrent to development in San Antonio. Something must be done. Go to other cities and check their methods.
71. Seperate commercial permit waiting from residential permit waiting - different numbering system. Have someone available who can a desision on something which is in the gray areas.
72. Seperate shell building permit applications from finish out permit applications.....the same form is used for both and it creates inefficiencies & confusion. CUT DOWN ON THE # OF PEOPLE THAT NEED TO REVIEW SIMPLE PLANS, SAY CONSTRUCTION UNDER \$50,000 OR BY SQUARE FOOTAGE....REDUCE THE RED TAPE PLEASE
73. Service is good, just too slow. Most people will try hard to find you some help if they can't do it themselves. A genuine interest in getting us on our way is present, we just need quicker service.
74. Shorten the review time. The promise of a week and a half needs to be kept.
75. Simplify the process to obtain a sign permit.
76. Some projects are complicated and need to be concidered. Others are SIMPLE, but take just as long to get through the system. 3 months for a building permit is ridiculous. It should take 3-4 weeks!
77. Speed up plan review process and apply real world logic to code interpretation.
78. Speed up review proccess for building permits
79. Speed up the Building permit process. Get the fire dept. to look at and sign off on the city approved plans. Too many times we are forced to add more fire protection items at the end of the job. These should be caught during the plan review. Fire Dept. inspectors should be trained better.
80. Speed up the permit process

81. Speed up the permitting process, especially reviewing responses to denied/hold comments
82. Speed up the process
83. Speed up the review process and address procurement.
84. Staff is widely seen as obstructionist. They look at drawing sets just long enough to find a reason to send you away. The next time you come, they will find something else. This is heightened when dealing with inner city rehab projects where issues are not black and white. City leaders need to insist that these projects are a high priority and should be helped rather than obstructed. There are many tools, alternate codes, which can be employed toward this end. So far, the Dev Srvs Dept leaders have only paid lip service to these alternatives.
85. Streamline and speed the plan review and permitting process. Provide on-going training to all inspectors to improve consistency in the application of regulations.
86. Streamline the Fire Marshall approval process.
87. The biggest problem for GC's is it takes so long for a plan to get through the plan review process due to the lack of plan checkers that it causes excessive delays to projects. Many companies and school districts want to have their jobs completed by a certain time, but our start dates are confined by the plan review completion. This condenses the construction schedule and causes additional expenses to owners and contractors. It can take over 3 months to get a set of plans reviewed. Also there is not enough inspectors to give prompt enough services. Sometimes we have to wait a couple of days to get inspections.
88. The city should give 'developers' the option of utilizing contract plan review/permitting process just like the state of Texas does with ADA reviews and inspections, just as many other municipalities in other states (especially in CA)
89. The front area is very helpful. Once in the back area a lot of red tape occurs, some of the plan checkers are very helpful but others will have you do all the running between departments even if you have proof that i.e. fees paid, plans accepted, etc.. because their screen says different.
90. The intake sheet could be filled out by the applicant prior to the meeting with an intake person, with a computer in the lobby. Should speed up waiting and input time. Only critical information would be completed by the intake.
91. The old way was quicker
92. The one stop counter is ok for small projects or individuals but for larger projects it would be good to have someone designated to direct those unfamiliar with the process in San Antonio to the right people.

93. The one stop needs to be more prompt.
94. the only thing needs to improve is the services try to get the permit out shorter time.
95. The permitting of Fire Sprinkler Systems is very slow, usually four (4) weeks but sometimes taking several months. Other cities we work in provide permits in two (2) weeks or less. I believe this is largely due to a lack of staff to review drawings.
96. the platting / replatting process is far too slow. 3 to 5 months is totally ridiculous.
97. The platting process was a nightmare. Spent a large amount of money hiring engineers who were unprofessional and rude. Also fees to city were costly.
98. The time spent waiting needs to be improved.
99. Time period on receiving a full permit from the City, We are on our 10 month and have not received a Full permit.
100. TIME. We need to have shorter time periods for review and approval process.
101. Tree Inspectors can be too zealous at times. Sometimes a Tree inspector will put a house on hold because the diameter of the Tree on our Site Plan is off for as little as 2"-4". Some Plan Checkers will put a house on hold for a very minor reason, it could stay on hold for days until you are notified. My suggestion is that the Permit could still be granted under "Conditional" Status unless it is a life safety issue.
102. turn around time on permit's
103. We need faster turn around time on permit reviews. Plain and simple.
104. We need to find a way to reduce the time frame for a plat process, we need quicker response from all agencies involved in the process.
105. We should be able to make corrections once we are notified of a problem. At present, we have to wait until every department has reviewed the plans. This slows down the permit process.
106. Well the minor plats are only supposed to take 10 days for approval. However you need a plat address before you can record your plat and the plat addressing department averages about two months. So I can never turn a plat around and its hard to explain to a client that the only agency holding up the plat is plat addressing.
107. Whatever it takes to get the public in the front door and back out again on a timely basis.
108. Work on the waiting time for service.

109. you need services aside only for contractors at your s alamo center. we need to get in and out.

Improve On-line System and Services

1. Additional Community Link Centers on NW, NC sides of the city 2) Offer respective DSD Process Training for ALL applicants at no additional cost. 3) Continue Surveys for Applicant Feedback such as this for system improvement. 4) Streamline the System 5) ReOrganize the System 6) ReStructure/Relate data to be more efficient on Online System
2. Make trade permits for historical available online after building permits have been issued. 2)List the inspectors names & number when a inspection has been requested for better commucation
3. Make the services known to the real estate sales community & the general public that are buying houses. Most home buyers do not know that this information is available. Move-in dates can be adjusted by home buyers when they know when all inspections are finaied. -Include digital pictures online that contractors and others can see. Showing a front view of the house, & photos of deficiencies. The subcontractor could understand what needs to be corrected. These could also be helpful for follow-up dept. reinspections. Photos could also be emailed to other staff members for onsite questions or training.
4. Yes, do a monthly newsletter like this website.
<http://www.cstx.gov/home/index.asp?page=415> Have a great day. I know there is construction in San Antonio, but it is difficult to find out what it is, where it is, cost of construction, and square footage.
5. A confirmation of e-mail reciept would be nice so that one knows the e-mail was recieved. Also a live chat operator would be helpful for those more easily answered questions.
6. A more timely response and a more web based way to request Letters and C of O.
7. Additional information on the website would have prevented a phone call for basic answers (i.e. registration requirements, hours of operation, etc.). Above phone call was was routed to Chief Mechanical Inspector,who personally returned the call before the end of day.
8. After living in SA for 23 years we are now living in Austin, where it does not take \$20 and two days of hassel in dealing with a slow completely user unfriendly website to have a simple garage sale. So thanks for the chance to be able to complete a survey, we any luck we will not ever have to deal with the city of San Antonio again.
9. Allow gathering of information and submital for sign permits by internet.
10. Allow to apply for permits online

11. As far as dealing with people we had no problems what we had problems with was the website-we were told we could setup inspections, etc. there and yet there would always be something wrong with the website
12. automate more services
13. Basically, having the programmer write a better formed PHP file set for the web questioner that offers a remedy or a way out of the system order entry so that that the end user does not get to a stuck point and winds up having to call in to get a fix on that issue. In other words a better formed web site.
14. being able to renew your contractor license on-line would be so helpful.
15. Better internet information on current codes for the city. Keeping the web site up to date with proper information on city codes.
16. Better navigation/include online chat feature.
17. Change on line permitting for Irrigators so only one permit has to be pulled with one fee. Plumbing inspectors are terrible. They need to get on the same page in regards to compliance and enforcement. To many maverick inspectors out there making up there own rules or interpretations of rules. When you request an am inspection they should be there in the am, same for pm (pm inspections are requested for a reason ie job will not be ready for inspection until pm). I have heard lots of complaints besides mine. Overall the plumbing inspectors are very poor when it come to irrigation inspections.
18. Create an access link for general contractors to review associated trades permits to project without having the trades permit #.
19. Do not have an online code compliance submission site if there is no follow up and action. As a tax-paying citizen it is very frustrating to spend time on the site with change in the situation. It causes one to lose confidence in the site.
20. Easier navigation on the website
21. Easy access for tech support questions about dynamic portal. Reinspection fees automatic with escrow accounts. Quicker access into "closing a permit" via phone - re-record the message or bypass altogether!!
22. Generally service is good. It is especially nice to be able to check inspections on line.
23. Get with the contractors that pull on-line permits to streamline the process. There is alot of wasted time and key strokes that can be eliminated for those of us that pull multiple permits everyday. I would be more than willing to sit down with someone and go through some steps.

24. Have the processes online, cut down time in the facility.
25. Haven't used the web site that much, but it just doesn't seem to be user friendly.
26. I enjoy working with the City of Houston's online service. Maybe you should take a closer look at their website.
27. I have tried using the web site and calling for specific instructions, but rarely get the help that I need. Usually referred to several other people. Setting up escrow accounts; applying for sign permits; and approval/disapproval of permits should be web based procedures which would GREATLY improve service for my type of business.
28. I mentioned on a previous question that I would like to see "on-line" residential repair/remodel permits become available for general contractors. I like your "number" system for next service. Your people are very knowledgeable and efficient. No other recommendations. Keep up the good work!
29. i much rather do my biz via telephone, your web site is not user friendly.
30. I recommend more accurate information on the website. I think the website is very user friendly for getting to the informative pages, but the web page was inaccurate or not working.
31. I would like to have them find some way to post a city interpretation manual that design professionals and staff can have access to on line.
32. I would like to see less screens to go through when applying for permits.
33. I'd like to be able to schedule inspections online.
34. If we are to use this portal quit changing it one day we can scedual a inspection then another day we can't and the phone numbers keep changing for when we want to scedual an inspection. Not griping just an observance!!!!
35. Images of historic and current building permit documents would be useful.
36. Improve internet interface
37. Improve On line portal
38. Improve online availability.
39. improve online services
40. Improve the on-line service to more clearly indicate where the plans are and for each department whether it more information is needed. More consistent notification by the reviewers of the need for additional information as well as more information as to what they need from us to satisfy their review.

41. Improve web site, make it more user friendly. I don't think the services provided by San Antonio Development Services are very well known to the general public
42. Improve website
43. Improve website. It is hard to navigate. A lot of services could be taken care of over the web. Now it is a frustrating experience. I am sure it makes sense if you use it all the time but if you only use it once or twice a year as I do, then it takes days to figure out....
44. Improvement is needed with on-line services.
45. improvement of Dev services available online.
46. It would be extremely helpful if I could use funds from my escrow account to pay for zoning letters, drainage fees, etc. The only fee that it currently can be used for is the building permit.
47. It would be great to add to our escrow account on line.
48. It would be very helpful if the plat tracking and permit tracking web sites could be set up to automatically send e-mails to one or more contacts when a new posting is made to the review logs. That would allow the people submitting the applications to know immediately once a review comment has been made and respond more quickly to resolve the comment.
49. just a more user friendly site instructions and a serious effort to inform the licensed contractors of the current changes as they are adopted, an e-mail alert if you will with a link to a news page of code changes as they are adopted.. the current monthly letter link doesn't highlight changes, i know a lot of guys that just read the mail notice, but never link to the actual portal
50. Just as my previous comment states, put in a back procedure in the event the computers go down.
51. Just tweaking the on-line applications. Otherwise, the on-line application service is the best!
52. keep all current city codes on line along with all amendments and interpretations in their related trade sections: mechanical, plumbing, electrical; civil (storm, water), etc.
53. Listing more contact information would be very helpful.
54. Make a more flexible internet system.
55. Make a section of the site where it addresses the needs of a retailer - for example I needed to know about information regarding city requirements for finish-outs,

- permits, inspections and such... the information on the site was spread out and difficult to find. When I did find some information it did not address all of my questions - sometimes not even one of my queries could be answered because the site did not even address some of the information I needed.
56. Make all permit/inspection information available to the general public. They are, after all, public records.
 57. MAKE ALL SERVICES ACCESSIBLE ONLINE.
 58. Make doing it online easier for Flatwork inspections.
 59. MAKE IT EASIER TO PROCESS INSPECTIONS ONLINE AND HAVE THE EMPLOYEES TAKING THE INFORMATION HAVE MORE KNOWLEDGE ABOUT THE CONSTRUCTION INDUSTRY
 60. Make more information available online to minimize the number of people at centers
 61. Make more permits attainable over the internet. Review some of the redundant requirements and remove layers of red tape not needed in projects.
 62. Make permits for Historical District available online.
 63. make the forms and information more directly accessible online - the fees and forms are confusing.
 64. Make the software more intuitive and user friendly.
 65. Make the web site more user friendly. Streamline the plan approval process and eliminate overlapping or duplicity in review.
 66. Many people who are buying garage sale permits for the first time might need help on using the site so make it user friendly. Let the people know what they tell you at HEB, like how many signs you can put up and where you can and can't put them. Also, how long the permit lasts.
 67. maybe having a chat server help with permitting, instead of dealing with the phones. you are all very busy.
 68. More information on permits and inspection approvals could be made available on your website. All information for permits (including drawings) could be submitted electronically.
 69. More information. The online status simply says that it is "in review", which does not tell us whole lot.

70. Need to allow online scheduling and applying for permit for general contractors. Not available yet.
71. Not at this time. However, maybe for the future, the ability of being able to converse on line, or at least be able to Email and schedule additional inspections and pay for the service on line.
72. Not at this time...If I could suggest that the building department portal be maintained to avoid lock outs due to payments pending. I have had the situation where a plan review fee has been paid through an escrow account but for some reason I still cant access my status online using the AP number. It stays locked on a pay fees web page even after payment has been made.
73. online permits/user freindly system
74. Online services are a great help but I think more time and money has to be invested in this service. I also paid a traffic ticket and truck tags, using this service and it was a pelasant surprise to learn that this could be done online and after working hours. I know that the more resources you dedicate to improve this service the better it will get.
75. Optical scanning of actual documents so that they can be printed through Adobe or similar software, i.e. the actual written application for a permit
76. Personel need better public relations training. The Dynamic Portal is a great idea but its still not yet very user friendly..a challenge I know. But updated information is crucial.
77. Please do something with your on-line services... It's terrible... I haven,t been able to schedule an inspection yet... It states that I do not have the authority to do so!! Why??? I pulled the permit!!!!!!
78. provide more info on service on line
79. Put more tools for the users use in the program.
80. Remember that the people accessing the site are not as familiar with the "lingo" of the people who work the system every day. We don't want to be spoken to as if we are stupid, but with understanding that this may be the only time we have to deal with the situation we are trying to maneuver.
81. Search link on site for correct Parcel numbers. If a HOLD on a permit, then a link to an EMAIL and/or phone number for information on resolving HOLD.
82. Simplify the manner in which a contractor/individual can assess what is left to complete to obtain a certificate of occupancy. Rlght now it is manual. Needs to just be a list available on line with the inspector's phone number for open items.
Thanks

83. Sometimes it is difficult to find the information - categories not well defined.
84. The city's on-line information for zoning maps is good. I would like to have better access to proposals and development plans that are requested, pending or planned. My work requires my knowledge of development in the real estate community.
85. The computer system needs to be more user friendly
86. The online permitting and inspection system is very user-unfriendly. It needs to be repaired or replaced.
87. the online service is down too much.
88. The online services help a great deal but if a question arises with having to get an answer it may take awhile before you get an answer resolved.
89. The only think I notice is when I log in to check up on the internet. The information on permits takes awhile to do. I heard yall were still having problems with the new system is that the case anymore.
90. The process was working better when the internet first started. After a while the system became less and less informative and updated less. It was like someone did not want to be accountable for the problems when something would go wrong.
91. The word delivery in your question should be delivering. I would like to be able to access rules and regulations on-line.
92. There is a need for the customer to know when a permit is "Released to CPS Energy" on your development services web site that the customer views on status of a permit. We are constantly getting phone calls from our customers, asking when we can energize them and we are having to tell them that we are still waiting on the release of COSA permits. Hopefully we can work together for the common goal of customer satisfaction.
93. This website helped in my search for information. Keep it up.
94. UPDATE and add more info to the web site.
95. Updating information as it comes in, timely response to the inspection requests, getting the inspectors to show up on time
96. Web site easier to find the contact needed
97. web site for checking project status is slow or even off line at times
98. Yes, it would help if Certificate of Occupancy information was on the website and it would be even better if we could print existing Certificates of Occupancy off of

the web. Also, it would help if the turnaround time on requests submitted to the City was quicker.

99. Yes, the ability to overlay the zoning over the aerial photographs and digital terrain modeling off of the digital orthotopo quads.
100. Yes. Though there were many, many problems with the on-line service, as well as the service given at any City location during the first 1-1/2 years, the service has gotten MUCH better. 1) There is still no way to cancel or void a permit on-line. 2) The City's system will issue permits in areas not incorporated in the City of San Antonio with even City clerks not catching it when issuing the permit- Shavano Park, Alamo Heights, Bexar County, etc. 3) If you do not have the linked parcel number when purchasing a permit on-line, sometimes you run into extreme difficulty when the address ends in Way, Circle, Court, etc. If you do not figure out EXACTLY how the City employee put that address in the City's computer, you CANNOT get the address to come up or pull a permit on it- even though there are already building and other permits already issued under that address. The suffix issue has been a big problem for us when we can't get the linked parcel number from the pool contractor off of their permit. I have brought this to the attention of Mr. Florencio Pena and Mr. Ralph Fernandez, as well as other City employees, numerous times. I have not seen a change as of yet. 4) Over the past year, on the Dynamic Portal when purchasing a permit, on the address section you cannot access or use the sections for direction or suffix- which means you cannot put in addresses that end in Way, Court, Street, Drive, etc. I personally have called Mr. Ralph Fernandez over and over on this issue. It is resolved for a time, then happens again, resolves again, happens again. I understand that the Dynamic Portal is being taken care of by Hansen, but there has to be some uniform way in which to pull your permit- it can't change week to week or day to day. Especially since there is already a problem with some addresses with a suffix if you do not have the linked parcel number. The parcel number brings the address directly up the way the City input into the system. 5) When we pull a permit to wire a swimming pool (our specialty) on-line, there is already a building permit pulled by the pool contractor. If it is in the historical district, a flood zone or just randomly, it will not finish processing because it needs a "letter of approval". It never says what kind of "letter of approval" it needs. A call is needed to a permit writer downtown to even find out what department is holding the process up. It has gotten much easier for the permit writer's to find and release the permit or direct you to whom you need to speak. Until 6 months ago, it was a 2-3 day headache with even the pool contractors not knowing what department could be holding our permit up. 6) The City's on-line system as well as at any center will issue a permit on let's say wiring a pool to us and to anyone else who applies. With the old system, if you held a permit to do something, no one else could pull a permit on that address to do the same thing until your permit was cancelled or voided. Now there can be MULTIPLE permits on the same address to do the same work by different companies. Thank you so much for looking into these matters. Mr. Pat Polosky and Mr. Ray Martinez were both extremely helpful with the multitudes of problems with the new system- many times correcting problems for us personally.

Other City employees- Mr. Pena and many of his staff have only paid lip service to our questions, comments and complaints with many times no help, only more frustration for us contractors as the City worked its way through this bungle. I feel the City has come a long way and corrected many problems since the system came up and running- but it has been a true screaming match to get City employees to even listen to the problems that we have encountered.

101. You may want to collect Frequently Asked Questions from Development Services Staff to be posted "online", with contact names and e-mail information, which are updated regularly for relevance. ps: I haven't looked, lately, maybe this already exists. TBE
102. You should make the internet site more user friendly. It is difficult to look up a permit unless you have lots of information or do lots of research before hand.
103. Expediting permit services should be outlined details on website.
104. If you could have available on the website at what step the process is in would be great. Now you don't know as it just says incomplete.

Improve Staff Coordination and Communication

1. Only problems encountered on the Toyotoa job (1 of 2 recently performed) was the construction was begun before the platting was completed causing some coordination problems.
2. Yes, introduce the left-hand to the right-hand!
3. Actually they do a great job, the only thing is that when they change a rule or regulation they need to inform the contractors prior to..ie...wanting schedule 40 pvc 6" over rain sensor wire, also when contractor renewal w/ city is getting ready to expire a possible email as a reminder. Instead they just fail you on site, which is costly for both city & us, or if your city application is expired they just boot you out of the system, which means a frantic trip to downtown SA to renew, which is also ridiculous when most of construction is in NC to NW. Otherwise great Job!
4. Agreement between all services/staff upon the requirements needed. Take the absolute power away from some of the inspectors/city officials and give a judicial authority of appeal if there is an disagreement. Better understanding of the codes and publish specific changes to the code requirements and/or city requirements.
5. As stated before, more consistent interpretations from preliminary plan reviews through permit reviews. Also, the process of having to wait until all of the reviews are complete prior to submitting a revision package, which then has to go back through all the departments again for minor comments, is taking way too much time.
6. Better communication between departments
7. better communication between fax and clerk.
8. better communication within your own departments
9. Better coordination between Drainage Engineering and Development Services drainage needs to be implemented. Development Services needs to make the plat review by Department process more expeditious and make Departments approve or deny within 30 days without holding up or delaying the process.
10. Better coordination between departments and reviewers. Most especially, there should be a common and up-to-date repository (file) for every permit/address.
11. Better coordination between the Fire Department and DS on inspections and inspection reports. Coordination with CPS and SAWs could also improve. Often I had to track my inspections very carefully as inspection reports did not always get entered into the system
12. better department coordination as to rules and regulations

13. Better internal communication and better follow through with commitments made during meetings.
14. Better routing of drawings and demand more copies from general contractors so that the city can route to public works or capital improvements or any other divisions that are required to get involved. It is very time consuming for a general contractor to stop and go down to other entities when simple inner-routing can be done. Charge more for the permits so that the city can staff up and accommodate the volume. Check to see what other similar cities are charging. We build coast to coast and San Antonio is the least expensive when it comes to fees and impacts.
15. Better understanding between departments. I have a horror story from 2001 if you are interested. Call me at 512-917-6571. Mark Keele
16. COMMUNICATE WITH EACH OTHER. "One stop shopping" does no good if there are internal conflicts within each dept and outside Dev. Services. (FD, SAWS and other public utility co) that cause delays in the project and additional expenses.
17. communication among team members, communication among departments, speed, conveyance of ACCURATE time frame expectations to customer.
18. communication between the different bldg trade departments
19. Consistency in specification and requirements throughout the process from approval to final inspection.
20. Consolidation of major component which are related, such as drainage & stormwater. Less stringent requirement during the MDP review process, this is a process in which the developer is trying to determine what is feasible and what the costs would be for development. Current requirements literally requires you to design the entire project and complete all studies before you even know how you want to develop the area.
21. Construction is based on codes set forth by professionals with many years of experience in their respective fields. City inspectors and development services should stop thinking they know better than the experts. It is not the city's job to dictate code, only to review that what is in place meets the governing codes. NOT an inspector's IDEA/INTERPRETATION of what the code should be. Codes are very specific, there is no reason an inspector should ever supersede the governing IBC/UBC or NFPA. San Antonio's own version of construction codes are antiquated and not reasonable.
22. do not use multiple trade inspectors and do not have a difference in insp for comcr and resdntl.

23. Don't lose plans submitted. Intake needs to record plans immediately upon receipt. Automatic notification to the applicant upon a hold being placed. Create better/faster communication between CPS and Dev. Service.
24. EMPLOYEES SHOULD BE ABLE TO HANDLE SUBMITTALS IN EVERY DEPARTMENT NOT JUST IN ONLY ONE. IF SOMEONE IS NOT IN AT A CERTAIN DEPARTMENT NO ONE ELSE CAN HELP.
25. enforce the code the same across the board. Everyone one knows the big money talks and the little man pays. Have a human pick up the phone. Return calls to the public. Get rid of the god like attitude. Teach the inspectors how to talk to the public.
26. Face to face service at S. Alamo is good. There is a definite problem between approved project completion and CPS delivering electrical meters. The information transfer takes an extreme amount of time. Additionally, the phone staff treats the customer rudely and it seems that the requester must get a supervisor involved to explain any problems, combine all inspection approvals involving construction completion, and data transfer to city services for meter release/set. You upset someone in the system and you feel that your request will go to the bottom of the stack. The company that I work for demands customer satisfaction. I believe that this area should be policed and corrected by external auditing. These comments are not generated by a one-time bad experience but by the same experience each and every time.
27. Field inspectors should not be able to override the plan inspectors. After-hours charges do not actually buy you night-time expedited review. I am not sure it even improves the review time.
28. For platting purpose there is too much requirements put upon it, many times our clients are little old ladies wanting to retire and divide a tract of land only to find the expense is too great as there are too many costs attached to platting.
29. Get rid of some of the despotic department heads. CPS, SAWS and COSA don't work together very well. In fact, they act like third world dictators. You can get things done in this city but you have to be very experienced in doing so. I feel sorry for the guy that doesn't know how to work the system and can't afford to pay someone to do it for him.
30. HAVE ALL THE DEPARTMENTS NETWORKED TOGETHER
31. Have the different departments accept appointments for companies preparing due diligence.
32. Hire more inspectors for permit review and ensure that once a permit is granted based upon a particular layout, a field inspector cannot make the decision to reject the layout in the field unless something about the project was not properly represented by the contractor during the permit application and review process.

33. How some of the mechanical inspectors interpret the codes and or lack of experience, and on inspection request for timely phone calls prior to the inspection incase bldg. are locked or business is not opened, etc. Overall better communication with contractors.
34. I have already elaborated in an earlier question; please get inspectors (those who review / approve plans and those who conduct on-site inspections to use the same standards and reduce the on-site inspectors "fudge-factor" when inspecting. Finally, I am for protecting our water source BUT I believe we will kill business growth if we go "CRAZY" or "OVER REACT" to it. What good will it do S.A. if we have little to no future job growth but all the water in the world? Well, I guess we could sell it to Cities with SUPER HIGH JOB GROWTH.
35. I was given conflicting information by several individuals at the one stop center as to the inspection process. The inspector, once he arrived at the site clarified the requirements and made sense of the issues.
36. I would like to see a couple of people involved with these projects. I think it makes for a better process. Too many people involved only makes it that much more difficult because they are not coordinated with their information.
37. Improve consistency of inspection processes. Each inspector had different requirements. Also the inspection process was held up due to an individual that would not provide clarification of requirements. They also were influenced by another party that was not directly involved with our approved project. This resulted in extensive delays and additional project costs. It was handled very poorly and unprofessionally. At this point, further construction in the San Antonio market has been made so difficult, our company will probably not build within the city.
38. Improved customer service, less subjectivity in review process and the simple use of common sense when presented with conflict. This isn't the IRS and we're sending someone to the moon here.
39. Improving the flow of the building plans through the various review departments and having a set maximum period for the plan review process, which would enable the owner's to better plan their schedule.
40. In recent times, the process to get a permit has been very cumbersome, especially the way the plans have to go through all departments several times each time an exception is found.
41. In the past we have use plan expediting service to get the projects through all of the various departments that the city has. Why should an expediting service be needed? Improve the flow between departments.
42. Inspections Department Sidewalk replacement Czar

43. It would be helpful if the Construction Inspection Dept. would carbon copy the engineer for a plat once a street, drainage or other inspection has been approved or, better yet, it would be nice to have the plat bond tied to a screen that shows the type of bond, the amount for streets, drainage, sewer, water and sidewalks and then have a "release" button that shows that the streets were accepted and released, etc. Once all were released, the City Clerk could release the bond. We had one bond that wasn't released for over a year. We had made lots of phone calls to eventually find that someone had 'marked' the folder as 'no bond' even though there was a bond. It took someone (thank you Elizabeth Videl) to pull the file to see what was wrong. That solved the problem. Another recommendation would be that the Ordinances passed by City Council be posted immediately on the website for us to download. We currently have to put in a request to the City Clerk's office to pull the recently passed Ordinances (thanks Francisco Molina --- he's very helpful). The City Council meetings are posted on the web, but they are sometimes a month or so behind.
44. It would be nice if all wouldn't interpret the code their own personal way. You can get an interpretation at the preliminary code review and then "Some Individuals" will interpret the code different during construction. These conflicting interpretation have cost \$50,000 in modifications and there is only one course of action. Do it the way "These Individuals" interprets or there is no issuance of the C of O. Regardless of what you have in writing from the Prelim. And yes, keep this confidential. I do not want my Clients or Firm to suffer the wrath of the "Those Individuals" because of my honesty.
45. It would be nice that once plans are approved, site inspectors don't request changes. It can be very expensive to have plans redone
46. Just to keep applicability in mind when asking for supporting permit items - such as landscaping plans...
47. Less hair splitting on documentation (trees)
48. Look into fire permitting process. It doesn't seem right that every inspector seems to be operating by different rules.
49. Lots of times, inconsistencies in knowledge, interpretation, or decisions in same issue among the staffs are the problem. Also some times inspectors demand repairs and/or refuse inspections based on a wrong information or they interject their own ideas such the point of inspection becomes confusing and miss leading. Therefore inspections for a similar situation becomes inconsistent and hard to predict for any professionals who are trying to understand issues and do their job, which is not to have any issues with code requirements.
50. make an actual one stop area. Let that one stop have the final say
51. Make it a true "one-stop" experience by combining all of the Public Works related review and permitting in one building.

52. Make sure if you give us a stamped set of plans, that it will pass inspection. Building buildings is not free and it is quite frustrating when the inspector comes out and fails a building because he says a fire wall is built wrong and it is built exactly the way the plans show it. People have to pay real money for that and on a 3 million dollars project, it can be quite expensive.
53. Make the fine for not having a permit bigger. Apparently the Inspectors are not doing there job. Home Auto repairs all over San Antonio.
54. More consistency in the interpretation of code requirements, and a quicker turn-around on permit drawing submittals. It would be very helpful if COSA plan review responses could be answered directly and immediately upon receipt by the project contact person, without holding up remainder of the review process.
55. Needs to be the ability to walk through a set of plans and meet with every department to get signed off. Needs a overseeing entity that can settle any disputes with inspectors or departments. One contact throughout project that you can have contact with to help through the hurdles.
56. No one wants to make a decision. You will get rejected on your first submittal, then you resubmit after you have called and talked to a supervisor. Maybe, with their input you will get approval.
57. no, more reviewers would cost too much but possibly every department reviews separately and then does a common review instead of one department reviewing the plans and then passing on to the next dept.
58. Occasionally, inspections do not get posted properly, prompting either phone calls or e-mail follow-up to ensure that gas or electric meters are released.
59. One stop should mean come once and every department should be available not come back next week for this and in three weeks for this other.
60. Our Firm will have to forget the pre review process. This has cost us so much money.... The worst disconnect is between the reviewers in the office and the inspectors in the field. Neither will answer a question the same. The field inspectors all have a list of agenda items, none of which were posted in the review. Alan Rush needs to pay for his own sidewalks. I have replaced City installed sidewalks, for the last 10 years, on every project in the City Limits. At Northside ISD. we had to complete without a C of O, because of the sidewalks. The District would not replace them. I haven't had any Northside work since then. Fernando De Leon needs to go to work on at least a semi regular basis...in the field??? Give me a break. Richard de la Cruz needs to stop going to meetings if he will not keep his word. Jesse Aguilar needs to learn the Plumbing Law: State Schools are exempt from the Day Care Act.
61. Plan review is too fragmented by too many departments. Fewer individuals with broader training and understanding of the scope of projects should review plans.

- Shuffling plans from department to department must be the least co-ordinated method of review. I suggest a small consistant team of reviewers be designated at preliminary plan review (required meeting) and then the same team (not individually in their own cubicle) meet in committee review again for final plan submittal. There are plenty of smart experienced staff at one-stop. They just need to be grouped in teams with strong motivated leaders.
62. Plan review needs far more consistency than they have achieved at present. I tell a client what the code states is required on a job, they call plan review and get a conflicting opinion. One day plan review requires two rest rooms for a lease space, the next week they tell me I only need one, for the exact same size space with the same occupancy type.
 63. Please be consistant in service and message. I've had plan reviewers approve proposed construction in a preliminary plan review only to have the same issue rejected during the final plan review for permit. That's not right and completely defeats the purpose of a preliminary plan review. It also makes us look like idiots to our clients and caused them to ask US why they are spending time and money on a preliminary plan review. Please don't let unqualified people conduct preliminary plan reviews. Only the most experienced staff should conduct a prelim plan review. More intake people are needed at the front for commercial plans. There are only two people presently doing the job and one apparently has been pulled to cross-train for residential intake. There are already 4 people at the residential desk! Why pull from commercial? I would think the people loading should be just the opposite as commercial plans tend to be more complicated are require more time to review. We need to get rid of this bottleneck.
 64. Please review the developement requirements and have them coincide with the way a project is designed. For example; on my storm water run off plan. At re-platting we were required to do a storm water plan. That required a site plan and drainage plan. After a pre-permit review meeting with your development staff many changes were needed to meet the codes, that makes the site plan and drainage plan of no use, Re=plat should be about re-plat not about building permit issues. The next issue I have is with fire hydrant water flow testing, it is a minor expense but a un-necessary one, The water department knows the water flow at their fire hydrants (if they do not we are all in trouble) We should not have to re-test there fire hydrants for the fire plan checker, the expense is a waste and the waste of water is sinful. A drawing showing the location in relation ship to the facility should be sufficient. The city's problems at developement have to do with procedures (rules & ordnances) and a lack of authority of staff. The Staff its'-self is more then accommodating. Greatly improved, since leaving the old down town buildings. My architect and me were actually impressed with how accommodating they were and found them superior to Huston's development staff.

65. Provide a link between Development Services review teams and on site building inspectors. There are often times that inspectors follow their own agenda after permits have been issued and contractual commitments made following reviews.
66. providing some form of continuity when providing development services decisions.
67. Recommend better communication between reviewers. There was instances where one discipline was not understanding what another discipline had approved.
68. Reduction in the subsequent changes to inspection procedures in the field
69. San Antonio as a whole needs to be a lot looser in its approach to the issue of construction permits. Also the inspection process and most of the inspectors are really off key. Most inspectors have a "I'm God" attitude and are lazy and very hard to work with. Primarily in the mechanical division.
70. See previous comments. Addtl would be that field inspectors should not be allowed to alter or impose requirement other than as shown on approved/permitted plans. That has been a huge problem.
71. Streamling the bureaucracy is a difficult, but essential part of improving the system. Measurement of success should not be a count of "paper processed". Also, there have been problems with consistency of interpretations from staff which has caused delays in the process.
72. The entire inspection process needs work from top to bottom. We have experienced problems with inspector shortages, timliness of inspections, inspections not being entered into central records computers, lost inspections, etc. We have also had problems with inspectors' interpretation of the codes not being consistent with the interpretations of the plan reviewers during the permit process. I would love to opportunity to discuss this directly.
73. The majority of the time the service and response is excellent, however, occassionaly the building department delays turn-around with "off the wall" comments or decisions requiring unnecessary expenditures of time and resources.
74. The plumbing inspection process for irrigation is not consistent, different rules and procedures from different inspectors. The irrigation permitting is fairly new and orientation and training needs to be implimented very badly. The industry has addressed this issue with Robert Strictler on more than one occasion. It is now time to take some action.
75. There are several areas where duplication of services occurs. Traffic and Streets are split up between departments and the staff's comments often overlap into each others territories. Drainage and Stormwater are also split up between public works and Development services, this is one really bad problem area where staff

overlaps on their comments to plats that are submitted to the city for processing. If the efforts could be combined you may not need as much staff and there wouldn't be so much confusion delay and ill feelings. Attitude. There seems to be an attitude of delay and opposition in a lot of the development services staff. A REAL change in this area would be a big improvement and would help make the whole experience with the One-Stop much better.

76. There are so many different departments that need to sign off on a platting that it takes months to get from one department to another. Also, once they made a decision and sign off on our plat, they came back and changed their minds which cost us more money and time to correct. We have been working on what would seem to be an easy project for 9 months and we still have not received notice that the land is platted. The city will not give us any permits until the plat is completed. The address department took two full months to select two numbers between the address on the right and the left of us. We tried to get a simple fence permit and we had to go there 3 times before we got the full story on the requirements. Each time we went, they came up with more requirements. We tried to get a sign permit and we never did get the correct answer on the requirements. We finally just put up some temporary banners. The city system seems to be the "good old boy" system. Our platting request wasn't going anywhere when we wanted to spend \$450,000 worth of improvements for RV/Boat covers and garages. Once we changed our plan to build nothing new, it seemed to get on track. Then, once our platting was apparently approved by the many different departments, the water runoff department changed their minds and we were stopped. Then once we hired somebody for \$1,000.00, and with pull in the city, the project seemed to have gotten approved. Now we are waiting for the city counsel approval. During this 9 month process, it has cost us over \$30,000 in lost revenue and debt payments. The city process will probably force us out of business by Christmas. Then, on top of that, the county appraisal board raised our land value 27% from the value that we purchased the land just 8 months earlier. We protested the rise in value. We never received a notice of the protest meeting so we missed it. The appraisal board refused our request for a new date and is currently ignoring our correspondence to continue to right this mistake.
77. There is not good communication/cooperation between Parks and Rec. and City Services.
78. There needs to be better communication between departments in tracking plans and or inspections. Also, there needs to be better communication between the building department and other city agencies. ie; cps, saws, fire department.
79. This is regarding subdivision plat approval process. When corrections are required either to a subdivision plat or construction plan submittal, then have all sub-departments (i.e. subdivisions, drainage, storm water, streets, TIA, trees, mapping) send their comments at one time rather than piece meal. This can eliminate duplication of work and increase communication between departments and with the consulting engineers.

80. TO MANY AGENCIES NEED REVIEW TIME FOR PLATTING WORK. A SYSTEM HAS TO BE CREATED REGARDING RESIDENTIAL AND COMMERCIAL WORK. STORM WATER REVIEW TIME TAKES TOO LONG, ALSO WHEN THE HOLIDAYS ROLL AROUND, IT SEEMS THAT WHEN SOMEONE TAKES OFF, THE PROCESS STOPS. I LIKE THE NEW SYSTEM OF GETTING STATUS BY EMAIL, IT HELPS US OUT WHEN WE NEED TO NOTIFY OUR CLIENT ABOUT THERE PLATS. I KNOW THAT YOU WILL DO THE BEST YOU CAN TO UPGRADE THE DEPARTMENTS. THE THING IS THAT SOME OF THIS EMPLOYEES HAVE BEEN THERE FOR SO LONG THAT THEY BECOME EZ GOING, I KNOW THIS BECAUSE I WORKED FOR THE CITY FOR 11 YEARS. ALOT OF RED TAPE. HOLD PEOPLE ACCOUNTABLE. SHAKE IT UP!!!!!!!!!!!!
81. Too many city employees hands are in each project. No one can give a straight answer on any thing. Once again 10 city employees to do the work of one person and 10 different answers on each question asked.
82. Uniform enforcement and interpretation of the UDC among departments and staff.
83. when a permit is issued for an addition or new building(residential)that an inspector goes out to location to make sure it is up to code(as far as setbacks).
84. When I am trying to pull an electrical permit and I already have a general contractors permit to tie my electrical permit to and I am not able to get my trade permit because it is in a flood zone or other zone. I have to go downtown and get my permit stamped by historical, flood zone etc. why? when my main permit has already been cleared by planning review. I don't understand the logic in this process.
85. Yes, with turnover of inspectors it seems that when we schedule electric, plumbing, sewer or building inspections the inspectors are not consistent with code. At times they will fail inspections with no explanation given, communication with our community office would be beneficial.
86. You have too many people involved in the review process. This, as in other Jurisdictions, is reviewed by one or two people and done so in a timely manner.
87. Another problem we ran into was the incompleteness of requirements distributed to us from the various departments. Especially between the Fire Marshal's office and building. It was very frustrating to have an almost completed project and have a field inspector tell us that we will need to make a change when the plan reviewer has approved that situation. This is a very expensive way to work the project.

Improve Staff Training, Expertise, and Decision Making

1. 1-More people who understand (preferably by personal experience) the processes.
2-Assistance with the processes for San Antonio's Spanish speaking community.
3-Consolidate SAWS et al. fees so no wait time is seen from the plat approval stage to plat recordation stage. 4-Set policy so all DSD departments update epay.sanantonio.gov/tplt as it pertains to their portion and plat. 5-Improve communication between DSD groups. There seems to be a lack of communication from the 2nd floor of OneStop to the 1st floor. Irony since it's only 10-12 feet?!
6-Reward your great performers and hold the not so great accountable. 7-Continue to ask for customer input and act on it.
2. Get rid of the "clock-milkers" and the "greater than thou bad-attitudes" and TRAIN! TRAIN! TRAIN! THE PEOPLE WHO DESERVE A JOB.
3. Hire more staff and get them properly trained. 2. Consistent code interpretation is a must - we cannot have one reviewer tell us one thing and another tell us something else. We spend a lot of time completing the design and construction documents for a project. If we have to go back and change items due to lack of consistent code interpretation/enforcement at the plan review stage, (something was ok previously, but now it is not), this costs us and our clients money and time. 3. Plan intake on Walk-Through Permits - need more TRAINED plan intake personnel during peak periods (before & after lunch). On Mon/Wed/Fri, there is often a rush of architects, engineers and construction people to submit items, and if there is only one staff member to intake plans between 11:30 and 1:30, this is unfair to us, the customers of the city. 4. Staff needs clearer instructions on how to determine ALLOWABLE BUILDING HEIGHTS due to Zoning and San Antonio Unified Development Code. (We can determine height based on the 2003 IBC, but the Zoning restrictions were in question for sloping lots.) I was sent to Building Plan Review, then to Zoning, back to Building, back to Zoning and finally had Red Team Plan Review Manager tell me what was allowed, as the UDC did not specifically address sloping lots with respect to building heights. The maximum heights allowed by the Table 310-1 are not really the maximum allowed. Yes, it is confusing. 5. Note: The C-3 Zoning diagram states building height maximum as 45', but the matrix in Table 310-1 states the maximum as 35'. This was incorrect in the May 2001 through the current July 2005 UDC editions. 6. Energy Code Building Envelope calculations should NOT be required on an empty shell building. We provide the calculations and certificate at the finish out of the space, when hvac, wall insulation and lights are installed. We are aware of the IECC requirements and an affidavit stating that the owner is aware he must comply is sufficient (and was accepted by COSA the last 3 years). As you may know, at the shell construction stage, the walls are often concrete tilt-up panels with no insulation. At the tenant finish out stage, the tenant provides the studs along the interior wall with the required R-11 insulation, along with his lighting and hvac work. 7. Update the online forms in a more timely fashion. 8. Provide "Fill in the blank" forms online, rather than the PDF files that you cannot type on. The standard forms for construction should be MS WORD files with blanks to fill

in that we can save to our computers to fill in as we have time. this would also allow us to reuse the forms, changing the project information and keeping our standard contact information already on form, rather than writing every little item again. Typed form is also so much easier to read than handwritten. 8. The TV sets in the lobby help to pass the time, catch up on news, and were a good addition, especially since the wait to submit plans can be 2 hours or more on busy days. (Yes we can come back at other times sometimes, other times our clients want the plans submitted THAT DAY, and we wait.) Thank you.

4. I would like to see politics removed. 2. All inspectors on the same page regarding code. 3. A complete overhaul of the "historical" personnel & process. 4. At the very least, I would like to see compliance with the issuing of permits timing. Seldom are they consistent, yet I have to answer to my customers as if it's my fault. 5. Better training of personnel on the "meaning" of the law, regulation or criteria. I seldom get a consistent answer when asking about "grey" areas in the code. 6. I would like to see serious fines on businesses who use fly-by-night services and then when ticketed, come to me requesting I get them a permit. I lost the initial job frequently to someone who is not registered with the city, yet the only one who gets screwed is the legit installers.
5. Train staff more extensively on platting procedures and requirements. 2. Provide more accurate and clearer checklists/literature regarding the documentation needed to process a plat application. 3. Truly streamline and simplify the platting submittal requirements; the filing of a major subdivision plat in neighboring municipalities (e.g., Universal City, Converse, Terrell Hills) is administratively easier than submitting an amending plat or building setback line replat request in the City of San Antonio.
6. A better training program for the employees who are part of the intake take section. Mostly the commercial side of the counter.
7. All personnel should be trained in requirements for licensing and permitting and that information needs to be consistent.
8. Allow the reviewers to use "logic" to determine what the "intent" of the code is. Many times they relate all issues directly to a specific word or phrase. The codes cannot address every situation in the built environment and therefore some flexibility should be allowed. This is by no means an effort to "get away" with compliance of the codes.
9. As a non-developer wishing to discuss and initiate some type of action with the city, it would be nice that city employees know who to refer me to. I was referred to many departments: from code compliance to SAWS to finally Development Services. Also, my problem is not resolved. I would like to see a way that an issue such as mine has perhaps a case number and a resolution plan so I will know when to expect the resolution. It is as if I can be put off, requiring me to follow up, that perhaps I will just give up and "go away."

10. Assign inspectors the ability to make calls based on their experience rather than following the existing code to the letter, especially for AF installations.
11. Be sure inspectors have up to date information. Get everyone on the same page with respect to Chapter 17.
12. Better intake process & training of staff to understand what each type of project REALLY needs. The plan review managers seem to be extremely overloaded - as do the reviewers. Is there any way to increase staffing of certain departments (building & fire are always backlogged). It seems the managers for departments are often pulled into management meetings, etc. during prime business hours. It is difficult to conduct business when the plan review manager is "in a meeting upstairs". Morale seems low - if the employees don't enjoy coming to work, it is hard to be productive!
13. Better oversight of the plans reviewers for promptness w/service and irrational reasoning for denying plans. A simple question that can be answered, or ensured prior to the C of O application is ridiculous.
14. better trained reviewers and more reviewers for permit plans
15. Better trained staff at the in-take desk at the one stop center.
16. Better trained staff to be able to give proper answers so that multiple trips are not required.
17. Better training and supervision.
18. Better training at service centers. Individuals dealing with the public need to be more knowledgeable of city ordinances and permit procedures.
19. Better training for front line personnel so that they can route the project better.
20. Better training for plan review. More standardized inspection requirements as they sometimes vary.
21. BETTER TRAINING OF EMPLOYEES WHO HANDLE PERMITS. SEEMS LIKE SOME HANDLE PROCESSING DIFFERENT THAN OTHERS. BETTER COMMUNICATION BETWEEN INSPECTORS AND CALL CENTER, ONE EXAMPLE ON S.E. MILITARY DR. WE HAD CALLED IN A WORK WITH CPS, NEXT DAY INSPECTOR CALLED SAYING WE DID NOT HAVE A WORK WITH ON PERMIT APPLICATION AND WE DID, IT EVEN HAD IT ON THE CITY'S WEB SITE. I WAS TOLD BY INSPECTOR TO GET WITH SERVICE CENTER. CALLED CENTER AND THEY TOLD ME THERE WAS NOTHING THEY COULD DO AND THERE IS A WORK WITH, CALLED INSPECTOR BACK AND INSPECTOR TOLD ME THERE WAS NOTHING HE COULD DO BECAUSE THERE WAS NO WORK WITH ON HIS SCREEN. I GAVE UP UNTIL CUSTOMER CALLED ABOUT A

MONTH LATER WONDERING ABOUT WORK THAT WAS SUPPOSE BE DONE THAT THE CITY INSPECTIONS MADE HIM REPAIR BECAUSE OF A FIRE HAZARD. I EXPLAINED TO CUSTOMER THE SITUATION AND THAT I WOULD TRY AGAIN. SAME DAY I CALLED SERVICE CENTER ABOUT CPS WORK WITH AND WAS TOLD IT HAD BEEN RELEASED TO CPS ALREADY. I DON'T KNOW HOW THAT HAPPEN. SAY DAY RETURN CALLS WOULD HELP IF POSSIBLE

22. better training of staff , some staff members are clearly not in touch with the reality of getting things done in the private world. Don't seem to care or wish to understand cost, timelines, restrictions that affect those of us trying to get things accomplished
23. Centralized decision making is imperative. An Ombudsman approach needs to be implemented to assist with the City employees who do not have the "big picture" understanding of a project, which happens quite frequently. Response times for permits, approvals, etc., must be dramatically increased. The atmosphere at the One Stop Service Center needs to entirely change to service orientation, rather than bureaucratic delays and confusion. Significant problems remain in this sector of City services. A culutural overhall is needed.
24. code training for everyone.
25. Consistency is a key area that I feel the city does not provide. There needs to be policies in place that allow for consistent responses as well as actions by the city. The worst problems we have had deal with contradictions by one staff member of another or not following the code as presented. I also feel that the tree ordinance as it stands now is one of the most onerous parts of the code. Why preserve a cedar or a hackberry or other junk trees as if they were oaks or elms? By eliminating cedar trees we would increase water getting to the aquifer and decrease pollen etc.
26. continue with cross training individuals for more than one department review to expedite reviews rather than plans going from desk to desk of 16 departments. Get everyone on the same page when it comes to code interpretations. Document common code interpretations and provide them to the design community. We dont want to waste your time and if we know what is expected and how code issues are interpreted we can all avoid time spent on back and forth dispute resolution. All city staff needs to RETURN phone calls.
27. Do not need field personel, i.e., electricians, plumbers, etc. advancing to plan review, unless they are well versed and qualified to provide answers to questions and interpretations of the building codes
28. Due to the extensive plan reviews conducted it is imperative that the staff hold each contractor accountable for clearly improper designs and report repeated violations to the appropriate licensing boards. This should help cut down on the

number of resubmittals creating a log jam in the review and permitting process. It is also important that individuals conducting fire protection system plan reviews on an overtime basis are adequately trained in the design of such systems or simply allow the existing staff that is properly trained to resume overtime plan review responsibilities. Otherwise, contractors will begin shifting towards overtime plan reviews in order to avoid scrutiny.

29. Educate & train employees to be on the same page when you pull permits
30. Empower staff to make decisions that make common sense, instead of enforcing rules and regulations that obviously were meant for different purposes.
31. Fire the inspectors and hire those with more training and education.
32. Follow the rule and code don't make them up.
33. Get people that know how to read plans and interpret the codes. Have those code interpretations be consistent.
34. Get rid of the upper management. They are a bottleneck and are not to be trusted by our industry.
35. Get the staff educated about their job duties. IT seems like no one knows what they are supposed to do and they all point fingers to each other.
36. Give the individual reviewer the authority and responsibility to make a decision. Have his supervisors back him up. Give the team leader authority to make the final decisions on the individual case. Reviewers are held responsible for their decision but not given any authority.
37. Go by the book and not the personal interpretation.
38. Good idea and layout of the one stop center but someone needs to be in charge to answer questions and take responsibility and give directions to your staff of workers
39. have Plan checking departments follow the same set of guidelines for reviewing plans
40. Have the intake staff better informed and not so quick to judge everyone that comes in as someone trying to go around the system to get a permit. Most of us are honest and trying to comply.
41. I believe that there is a lot of new staff members who are not familiar with the codes. This tends to slow the process down.
42. I'm unfamiliar with the upper level of supervision (above Senior Fire Protection Engineer), so I can only suggest review of the basic courtesies in client relations.

- During the La Cantera lease finish-out plan reviews, untrained staff reviewed sprinkler plans and allowing potentially inferior system installations...the city couldn't handle the load. Has the SADS approved the utility fire line yet? Just Curious.
43. Improve of more 'professinoal' people in the addressing department and in the commercial rep arena.
 44. Improve the intake process and intake coordinators' ability to communicate. Do not force a surcharge on companies that want to submit via mail or fedex.
 45. Improve the mind set of the entire operation and the fire department officials to that of a public servants. Mandate plan reviewers consult with one another, be required to attend code related education seminars. Mandate that internal policies and code interpretations be issued to the public in writing. Get the plan reviewers off their seats and into the field so they can understand reality. Many of the uniformed fire inspectors are bullies, not pulic servants.
 46. Improving the knowledge of the staff. Making more information available to the community so it doesn't require multiple phone calls to people who are both rude, unable or refusing to be of assistance.
 47. Individually, all the city staff and polite and generally cooperate. Some staffers seem to get to bogged down in trivial details that generally have no impact to the project. Some staffers are strickly by the book and cannot make a decission if a project requires some flexibilty.
 48. Initial intake personal need to better identify potential issues when an individual submits plans for a project.
 49. Inspector need to go by the book not personal preference and frivolous re-inspection fee's
 50. inspectors should know the code. We had different inspectors tell us different things were mandatory to pass inspection. One would say one thing and another would mention something else.
 51. It seemed to me that no one down at the city offices wanted to make any independent decisions for fear of being chastised or for fear of losing their job. Improvement of any entity usually is better serviced by getting input from within. Allow city employees to submit their suggestions anonymously through the city's own website using a code or numbering system that remains confidential. If the suggestion is used and the person deserves recognition then they can be rewarded with the ire of other employees.
 52. Keep the zoning info and maps as accurate as possible.

53. LEADERSHIP, STAFF TRAINING IN THE INTENT OF THE UDC AS MUCH AS THE SPECIFIC REQUIREMENTS, and the creation of a display (on the web (?) of examples of projects that have been successfully completed within the current requirements of the City and display excellent design and development practices. We have NEVER had a single project permitted without delays and having to answer staff comments that could have been answered by simply looking at the plans submitted. The first time we have a project go through the system and be approved within 6 weeks and without comment I will personally invite you to share a bottle of good champagne with us. Thank you for asking.
54. Make the reviewers more accessible to the Architect to minimize review issues. Reviewers should also be more knowledgeable about the codes. They want us to do the research for them most of the time.
55. Management & training 101.
56. More flexibility for staff to make decisions and grant administrative exceptions
57. More people, better trained - we are constantly having to explain the Building Codes to the reviewers, who are fresh off the boat, DO NOT have professional licenses, and attempt to tell licensed professionals what to do, and they are generally wrong, and we have to spend a lot of time going over their heads to have their supervisors teach them about the code - most of them have no business reviewing plans.
58. more qualified personnel. better screening. list of items inspectors are looking for. and more of these surveys
59. More training. Get everyone on the same page.
60. Need more experience personnel that will work one on one with contractors when problems occur. A time limit in getting a permit issued.
61. Personnel within a department should be cross trained so that approvals do not stop because one individual is out sick or on vacation. In addition, when seeks to overrule a previously approved plan, then the inspector should turn the matter over to a supervisor so that an impasse is not established.
62. Plan Reviewers need more training in the building codes and more consistency amongst the plan reviewers.
63. Plan reviewers who are more experienced at reading and checking Construction Documents. In my opinion, the Registered Design Professional has to "jump through hoops" to provide supplemental information after the plans are submitted because the Reviewer either doesn't know where to look for specific information or doesn't want to take the time.

64. Policies need to be clearly defined. All responses should be the same or close to the same answer everytime. Maybe a Methods and Procedures document for each team member to follow.
65. Provide service, the system is not up to date, and calling for service did not help either, no one could answer the question. Ultimately, I had to call nearly a dozen people over a 2 week period to get the assistance I needed
66. Provide Taning class for home owners on what to expect when remodeling and how to choose a remodeler. Or have an aggressive public announcements on TV telling homeowners that all Remodelers working in SA must be license and that they [Remodeler] should pull the permit. And, that if a contractor wants them to pull a permit; that should raise a red flag, since they may not be license with the City.
67. Put competent people in decision making positions
68. Staff is to be better informed on requirements to avoid inconsistencies
69. Staff needs more training on the permitting process and a "can do" attitude; we hear the phrase that we're the Customer but sometimes it's hard to see the work supporting that.
70. Staff should be educated on the nature of construction documents and contracts and how the enforcement of codes differs between the design professionals and the construction professionals.
71. staff should be willing to hear and evaluate engineering options openly as opposed to the 'checklist' approach of the review of plans
72. Terminate the employment of those supervisors who lack leadership skills -- in particular, those supervisors who consistently have employees who receive complaints.
73. The Development Services division needs either better training on the operations of the internet service, and how to help, or more personel to help accomodate companies that are triing to use the internet service.
74. The employees of the city need to stick to one set of rules. They change on a regular basis. They need to have a little knowledge on what they are talking about before they open their mouth. It is very frustrating talking to some of the people that work for the city.
75. The personnel need to be empowered to resole issues on the spot with out going through layers of bureaucracy to get an answer. It takes to long to get construction permits for commercial remodel projects.

76. The plan checking department could help more if they were better trained in the codes and had some leeway in the enforcement of specific items. The new IECC code is not being used as intended and has added additional cost to projects.
77. The staff in the plumbing permit department do not seem to have a clear understanding of the requirements to obtain a plumbing permit. If you talk to three different people you will get three totally different answers. It is the most frustrating process I have ever dealt with. We have done similar projects in Austin, Georgetown, Round Rock, Corpus Christi and the Dallas/Fort Worth metroplex area and could always rely on the staff to be direct and honest. I did not find that to be the case at all in San Antonio. I have never been given such a run around. Each person would give us instruction which always translated into thousands of dollars only to return to talk with another person to tell us we did not need that at all but something else which would then cost thousands of dollars more. This happened three different times. The suggestion that we should have hired someone local that knows all the rules leads me to think that you have people in that department that receive checks from not only the City of San Antonio. My recommendation would be that obtaining permits be spelled out clearly with no interpretation from staff to eliminate what appears to be an unethical system.
78. They need better training on the services that they offer. I finally had to go down there in person after getting the run around about license requirements and permit info. I could ask the same question to 5 different people and get a different response each time.
79. Train them properly
80. Training is critical, teaming needed, and probably more staff that is trained and has an open friendly attitude.
81. training, people, HR training
82. When I asked for the cost of the permit to get a check cut, nobody can give me a straight answer. I'm always told about how much it will cost, not a definitive answer. "It about \$40". I can't have a check cut for "about \$40". You need to be able to give a cost in order for businesses to come prepared to pay.
83. With the multitude of codes and standards that apply to projects, it is difficult to say how to streamline the process. Overzealous staff that ask for more than what is required by codes and ordinances has occasionally been a problem.
84. yes i do. they need more hands on employees and less managers. they need more help in people who do the actual plan reviews and staff then managers, especially in fire review.
85. yes they can be open all night for permits all night for little time like paying you tax's and permits at heb or walmart ?? maybe ? San Antonio Development

Services the loaction for paying the bills in this town are very old looking and suck !when the jap 's come there going to be sorry ! there not like us they dont miss up.as smart as you thing you are there about 60 % smarter i work with many be fore in the pass as a young man. in the 60 red not the only show in town. there going to build a pipe to export many after market prats in to mex. they are very smart and want to be next to open maket that comeing for mex it going to get very bad in mex. and everyone this there all comeing here to "sat"to work!and play! i think you now by now that i see ever thing and i do see every if you must know ! you can't bull chit me. i been helping every in this town be for a long time. i dont need money i do need to help others more in need ! so lets get to work. hoo till judge .riss hi hoo sorry i didnt spell it right !ok.

86. Yes, I do. All of the plan reviewers and the city inspectors should go to the same school/classes. This may help with the problem of inspectors contradicting what plan review does/says in answers to questions. It would also help a lot if the City and C.P.S. were on the same addressing system. When trying to set up electrical service, more times than not, C.P.S. will tell us that the address does not exist or that the City has the wrong address.

87. Perhaps more staff or better trained staff. There seems to be a backlog in plan review and in the inspections divisions. It would help to be able to count on prompt responses to requests for permits and inspection requests.

Hire More Staff to Provide Services

1. The man power issue for inspection in general is terrible we are constantly being put behind schedule due to the waiting time for inspections. 2. Ask the city manager why does the Fire Marshall's office have less people than they did 5 years ago? 3. Why does the average inspector have 150 inspections a day? 4. Why does a town as big as San Antonio have half the number of inspectors than a town like Dallas when San Antonio is about the same size? The previous administration was too weak to take on this issue. What Will You Do Mr. Hardberger? This inability to be able to provide the service to match the construction growth of the city will eventually blow up in some one face. When construction goes away to another city because of these problems what will you be able to say you did to change things?
2. A FEW MORE INSPECTORS WOULD HELP. THEY SEEM TO BE OVER WORKED IN MY AREA
3. Additional inspectors. Less time to go through permitting process. Less hold time on telephone when you call.
4. Additional personnel in all plan review departments
5. Additional plan reviewers. Over the past few yrs. the review time has gotten better, but, the initial plan review process is lengthy.
6. Additional staff is needed to ease the backlog of reviews, or authorize more overtime. Seek to eliminate duplication of effort in reviews. Some large projects for instance, have an overall Stormwater Management Plan or TIA that gets reviewed and approved initially. However, staff requires copies of these same documents to be submitted for review with each and every subsequent permit submittal. This is a waste of time and the files get filled with duplicate copies of very large report documents.
7. As mentioned previously, I recommend increasing the number of intake personnel. I also recommend decreasing the amount of time it takes for reviewers to review revisions.
8. As stated previously, in most cases I will not receive a Fire Alarm Installation Permit for at least six weeks and have waited as long as eight plus weeks. In my opinion it is a manpower problem and there simply needs to be more people dedicated to reviewing the plans for permitting.
9. City Council should approve additional staff to assist the street and drainage department with their reviews. Quit changing the rules, as least until the previous rules have a chance to be evaluated on multiple projects (which can take 3 to 5 years)

10. Consider using third party providers to out source project review of plans and continue through with on-site inspections. The City of Fort Worth uses this method and has been very well received for its consistency.
11. Continue to have the business counters manned properly, to cut down on the wait time that we have to spend there, so we can get back to our projects sooner to avoid any accidents or problems. So keep up the good work so far.
12. Ease the plan checkers inspectors pain ... hire more of them. They do a great job! Help cut the turnaround time on permits. Think that is typically 6 - 8 weeks unless you pay for quicker service.
13. Either hire additional people to deal with permits or improve response from the ones there. Also, better bookkeeping.
14. Get more plan reviewers, and train the inspectors to all be on the same page.
15. get more staff to speed up permitting process
16. Have enough clerks to open more stations.
17. Have more employees and less rigidity in the review process. Permits get stuck in the cycle of plans and end up being reviewed 3 times simply because of 1 little problem instead of solving it right then, and moving on to the next project.
18. Have more people servicing the permit area
19. Hire additional personnel. Permit process to obtain permits for fire sprinkler installation is currently averaging over 60 days, and over 10 days for overtime services. This is totally unacceptable, projects are delayed, costing developers and owners undue expenses. Austin, Houston, Dallas, Laredo, do not have this problem.
20. Hire additional plan review staff.
21. Hire more mechanical inspectors
22. Hire more people to review plans.
23. Hire more people. Not just any kind of people. More experienced and knowledgeable people who might actually care about their customers.
24. Hire more plan reviewers. Improve the morale of the staff. Better training of the inspectors.
25. Hire more staff
26. hire more staff so permits do not take so long and improve communication between departments at the one stop....instill a concern for the timeliness in which

- they do their job - they need to understand their delays cost business/ San Antonio money.
27. Hire more to people to return phone calls...
28. I also believe that the review and inspection teams are grossly understaffed. With proper staffing, I think review times would be more acceptable to the development community. In addition, I think projects would get the proper inspections instead of the inspector walking in, checking one item and leaving because he is overbooked in inspections and giving a "false sense of security" to the occupants. I also feel that there are City staff that are not properly trained in the codes they are reviewing or inspecting for. I am a Code Consultant for RVK Architects. Should you create a task force to try and retool Development Services, I would feel it an honor to serve.
29. I have had very little in the way of direct dealings with this department, but if they are the office that oversees building inspections then my only suggestion is that enough inspectors be hired to keep up with the work load and that the ones currently working there be scrutinized as to how they exercise their authority.
30. I like the accessibility to the plan reviewers. It just seems like they are overloaded with work and they cannot review projects in a timely manner. After hours review, in our experience has not been a significant benefit to the projects we have submitted in the past 2 years. For example, we recently submitted a small interior finish-out restaurant near 410/I-10. At the same time we submitted a smaller retail project in New York city in a historic building district. The NYC project as able to get permitted faster, while even getting reviewed by the historic landmarks committee. While the restaurant did get reviewed in 4 weeks, the owner thought that this review time was pushing unreasonable. How do you do it better? Find out how other cities are running their plan review process. (but skip Houston. I've heard that their system is worse than SA's.)
31. I think the Plumbing inspection department needs more inspectors.
32. I think we need more inspectors or a better system to allow for the permit to be issued. This permit was just to replace an existing sign. It wasn't new construction. To this day no one has gone out there to issue a permit. 6 Weeks ago we applied for a permit. Still nothing. I could have gotten a permit out of the White House quicker.
33. I think you need more man power to cover the every expanding construction and remodeling going on. I see more contractors pulling permits for there jobs but are always waiting for inspections. Which is a real temptation for alot of tradesmen to go back to the old ways of just doing the job with out permits. Another question or comment is in relation to electrical inspections. Why doesn't the electrical inspector have the responsibility on the rough in to make sure there are enough smoke detector boxes hardwired in there correct locations instead of the building

inspector on a final inspection. It just doesn't seem logical. I saw this on the "Mi Casa" project for KENS TV. Thanks Bryan Tapia

34. I would suggest additional plans examiners that are qualified members of the Fire Protection Industry. Not necessarily members of the Fire Service, I am speaking of experienced planners and technicians whom hold a Fire Alarm Planning Superintendent License issued by the State of Texas. This would ease the burden upon the present team of plans examiners in the fire protection field, as well as free the present fire service officers whom serve in the capacity of fire inspector from the additional duties of plans examination for after hours review, and allow them to return to inspection duties full time. While this may require an additional investment in new employees on the part of the City of San Antonio, it will also serve to make the Development Services Department more efficient, and will offset possible manpower issues facing the Fire Department in the area of inspections.
35. Increase staffing for plan review
36. Increase your field inspectors to accomodate the load that is present through out the city.
37. It appears that the Fire Department's Plan Review is under staff, it would be appreciated if the plan review staff and their supervisor would have the courtesy to return phone calls and/or E-mail, some times all we seek is an update on the status of a permit.
38. It may require better pay to hire better qualified employees and then give them the authority to make exceptions where justified.
39. LET CONTRACTORS HAVE A BEGIN TO WORK PERMIT,SO VISUALS AND TESTS CAN START BEFORE PLAN REVIEW IS COMPLETE.HIRE MORE PLAN REVIEWERS IN FIRE DEPT.WE SOMETIMES HAVE TO WAIT MONTHS FOR PLAN REVIEW!
40. More Building Inspectors
41. More clerks in the permit and building issues dept.
42. More commercial intake staff
43. More employees for quicker response
44. More inspectors
45. More inspectors (plumbing)
46. More inspectors with less daily work loads

47. more people in fire alarm plan review and inspection scheduling policy
48. More reviewers for the large projects. Shorter intake wait.
49. more staff
50. More staff in the fire alarm plan review department.
51. More staffing. Train staff to make a decision instead of delaying or passing the buck.
52. Need more commercial plan intake personnel and field inspectors.
53. Need more in-take people at the front desk. Need more plan reviewers.
54. need more mechanical inspectors
55. NEED MORE PERSONNEL AT FRONT DESK NEED MORE PERSONNEL TO GET AP NUMBERS FASTER
56. need more staff
57. Not really, time wise we must wait for approval or test dates available but know it is due to the size of the City and amount of work fire marshal's have, plumbing inspectors etc...
58. Please hire more plan checkers in fire department and ask Drainage department to get serious in checking the plans in timely manner. Drainage department is a very bureaucratic department. Lot of job justification at front end.
59. provide more plan review employees
60. Staffing is always a problem. But they have a unique situation. You have to know the UDC to be able to help. Not very many people do. So I understand how difficult it is to find help
61. The city could surely use more inspectors
62. The city of San Antonio may do better to outsource their permitting process to an architecture or engineering firm that has superior knowledge of construction
63. The time required for processing has become too long. This due to several factors; new code criteria and fewer personnel to cover the load. Since the code criteria is not the issue here, the best alternative to addressing the processing issue is more personnel. It is amazing that there is only one person doing Fire Department reviews.
64. To summarize my previous comments: Increase staff Review the initial process for entering Development Services: the "Take A Number And Wait" process.

People who have spent one hour in that waiting room are already hungry, thirsty, grumpy, and geared up for a fight. It's poor tactics on your part. If you can't increase staff to handle cases more expediently then you need to find a better way to make your customers feel like they aren't a faceless person in a waiting room. I also like the idea of a case manager for each permit application, but that is probably more than the city can afford.

Add Clarity to Process

1. A very short video introduction for new users illustrating the simplified steps of an approval process shown on the internet and at your lobby computers. Have Leonardo Salas (lsalas@sanantonio.gov) outline it. He does a great job of welcoming new users.
 - a. Provide one written list of process / procedures required for permitting submittal. Confusion exists for the contractors as well as for your staff. 3) Provide separate process list for type of construction (new, remodel, revision, tenant finish) 4) Provide time frame in writing for review process, along with a list of the departments which must review plans (with their projected review dates). 5) Provide permitting forms and applications on line 6) Update forms -- ie: Application for permit is for ground-up and tenant finishes. The requirements for submittal are not the same 7) Allow permit applications to be submitted on line. 8) Allow importing or populating of contractor's profile/standard information to eliminate redundancy in filling out forms.
2. 1)allow suite numbers to be entered on permits by the contractor rather than only the permit writers 2)when letter of approval is required provide info as to what is required 3)allow historic approval for trade permits online when a master permit has already been approved
3. Better up front, clear communication regarding requirements. 2. Better follow through and communication from within the department regarding the status and needs of the project. 3. Flexibility in requirements in regards to practical application of various project items (i.e., Fire corridors that trap people in rooms in the event of a fire, sidewalks that go to nowhere and that will be tore up as a result of TXDOT acquisitions that were already in place but the city would not acknowledge, etc.)
4. A homeowner's specific how-to either on your site or neighborhood action's site would be helpful. I'm thinking a Q&A interactive list where you toggle yes/no answer what you are trying to accomplish with your house/project, i.e. how many sq.ft. are you remodeling? will the project involve electrical work? plumbing work?, etc...that then gives you the answers in narrative as to whether you must go through a professional to receive permitting, whether you can apply yourself, or both and links to which forms you'll need.
5. a list of what all is needed when you are performing certain projects there are so many regulations that change an up dated step by step list of what to do for each project
6. All services were very satisfactory, however, I found the process difficult since information about the requirements, processes, and procedures were all obtained verbally. This required me to spend a great deal of time waiting to get information. I strongly recommend that more written information about the permit

- processes and requirements be provided and readily available. I also was given two different instructions about what was required for applying for a building permit. One representative downtown would not accept a copy of my plat with proposed construction and required me to do a sketch. At the Service Center they preferred the plat when I finally got the permit.
7. As an outsider, it was unclear sometimes what forms were actually required to be filled out.
 8. As stated earlier I would like to see a better method to inform people exactly what they need on their first visit. A person should not have to do what they are told on the first visit then, upon their return, find out there is something else they need to do. This was my first experience of obtaining a permit so I had no idea what I needed to do. I was given a check list on the first visit which had things marked that I should do. On the next visit (I talked to a different person) I was told I needed to do more things on the list that were not marked on the first visit. This went on until they were satisfied. Each time I made a 30 mile round trip.
 9. Assign one or two project managers for small projects. They should review project and make recommendations. Also explain preferably in person what is needed in order to get the required permit in a timely manner.
 10. Better Permit And self oriented Application
 11. Comprehensive direction combining local and state permitting requirements with specific references to personnel or departments to contact would be very helpful. I have also been reviewing the state permit requirements and the website is very arduous to navigate and understand. In other states that we have worked, there is a central coordinator who will review your project, advise the potential permits you will need that are all listed on a single document form with the contact numbers of the specific departments that you can call to confer with further. That would be very helpful.
 12. Conduct a mandatory predevelopment meeting prior to plan review submittal to fully explain how the one stop process works and to explain which drawings drawings are required.
 13. Consistency with the forms online and the requirements of the plan intake process. Recently, I submitted plans using an outdated plan check and permit application that were online.
 14. Education of the design community on the reasons for projects being placed on HOLD during permit review; reducing the number of reasons to place the HOLD to only items that involve Life Safety (non-HOLD) items could be documented then be verified in the field as being corrected by the Inspectors; working with plan reviewers to understand interpretations of code provisions; etc.

15. explain to a person all the steps required, not one at a time, to eliminating the back and forth required to get answers. It would save us all time and frustration.
16. First, development services needs to do a better job of informing the design community about new code interpretations or requirments. We constantly get caught by new, previously unknown requirements. Second, they need to make better use of permit by appointment and prelim plan reviews. Third, the reviewers should be asking questions during their review period rather than turning down the plans because they don't understand something.
17. Have a go to point of contact to answer basic questions and regulations on the permitting process. For Business or Residential
18. Have a meeting to discuss the procedures. The women were the most heplful. In the case of electrical permits it would be easier to access the permit value by going by the project total value. I am from Austin. The permit process there is very streamlined and easy. Take a look and see how it is done.
19. Have a sheet of guidelines that must be followed for every permit/license/certificate needed. This would work much better than the current trial and error system where you only learn from the mistakes you make along the way.
20. Have front desk personnel clearly state if you need to take a number or if you can go to walk up desk for service
21. Have specific guidelines regarding how to proceed from the state level if not satisfied with the outcome of appeal at their level after having go through all the channels at local level.
22. Have written procedures on line and in in person for each activity a user may want to perform.
23. I apply for permits for temporary re-connect service. Personnel at the One Stop and the Development Business Service Center are no help, they refer you to the Development Service site. Once you apply for the permit on line, you are requested to "Submit notarized temporary electrical service application". There are no forms or futher instruction.
24. I think the process, for someone that works with permits on a continual basis, is set up well. For someone who is doing this for the first time, or only time in my case, the forms are a little confusing. I don't think that is a slight to the city per se as much as an average citizens knowledge of the process.
25. I would like to see more electronic and mailed information from the City, It seems I recieved more information from the County than I did the City.
26. Indicate that the permit must be printed and displayed at the time of the yard sale

27. Inspections should be based specifically on what the permit is issued. If issues are discovered that are not a part of permit inspection, then inform building owner or issue citation of these issues. Don't delay approval of permit for non-related work.
28. It seems every inspector and every plan review person has different needs, requests and ways of processing your plans. Consistency is needed. Also, projects take a LONG time for approval.
29. level with the citizens, remember our time is just as important as yours.
30. Make permit fees for plumbing and mechanical projects accessible to bidders for estimating purposes.
31. Make sure that the reviewer make all of his comments on the first review. It isn't fair to have him keep bringing up additional items that have not changed on subsequent submittals.
32. Maybe some flyers to instruct the public on how to go about accomplishing certain projects.
33. more assistance with questions and city comments
34. More communication with reviewers about comments. Even just a response to an e-mail would help tremendously.
35. More online opportunities and guides.
36. More specific information for the homeowner on your site detailing the process and "What every Homeowner should know before hiring a contractor" Recourse for homeowners when dealing with a bad contractor. List of contractors who have complaints against them. List of contractors who are licensed. Help for homeowners who are victimized by their contractor
37. more timely updates of permit process and better narratives
38. Must have one person who can guide you and be accountable for performance on your account / process. Make someone's job depend on successful completion of the process. Now, no one is accountable and the process is broken.
39. Notify contractors when the city decides to change the City Ordinance and Codes so I can comply with them.
40. Plain English (or Spanish) cut out the legal Bull.
41. Printed policies available over the web concerning code requirements, inspections, fees, and the like would be very helpful.
42. Proper signage explaining the check in process.

43. Provide homeowners with a written overview of the entire permit process from start to finish. My problems -- which were significant -- were due to one major mistake on the city's part and but which would not have turned into a problem had a minor mistake not been made by the city when I paid for the permit. If I had known what the process was, I would have caught the mistakes myself.
44. provide people with logical experience
45. See previous answer. This is my point. You ask for similar information multiple times.
46. Someone should provide to homeowner the right information when you go to get a permit.
47. Streamline the service, we had to go to one desk to apply, then to the cashier, back to the desk, then to window where the CfO's are done, back to the desk, back to the cashier, then back to the window. Too many chiefs not enough indians. Also one of the inspectors was an arrogant ass, acted as if we were imposing on him to do an inspection.
48. That the City work with CPS and SAWS and before a permit is issued all the rules be laid out so that the final owner of the building or construction can budget for what is needed to complete the project.
49. The people who provide the approvals should also provide a complete list of required changes. This can be verbal, but it is imperative that it be complete.
50. the person seeking the permit should expedite the delivery by sharing the comments w/ architect & engineers for resubmission.
51. The rules for fire (relating to sprinklers and fire walls) should be published in plain english. A monthly list of reasons for plan rejections or disapprovals should be posted and emailed to contractors, architects and engineers. Submitted plans should be tracked on the computer network and the number of days required for review per department should be noted. Those departments taking longer times to process plans should be expanded or better managed. Development Services should outsource reviews to qualified professionals when workloads are too large to handle. Those submitting plans for permitting should have the option to hire City approved professionals for plan reviews. When new rules concerning permits are adopted, the building industry should be informed prior to plan review. The overtime charge for plan review should be reimbursed if no overtime is worked by reviewers.
52. There needs to be leadership from the highest levels supporting the development process within our City. Stove pipes need to be addressed and removed. A clear, defined process that has the support and buy in of our City's leadership is sorely needed. Adequate staffing is required to address the volume of work and provide improved morale for the workforce involved in the daily transactions.

53. too many times projects are held up because the city may change the rules in the future and the delay causes projects to be resubmitted under completely new criteria. completely unfair. if projects are submitted meeting current criteria they should be processed as such, not delayed because of what may happen in the future. very frustrating
54. Too much burocracy and red tape
55. We received a "surprise" during construction that could have been avoided had we been better informed during plan review. The public works inspector, Mr. Conrad Joaquin, told our contractor that concrete junction boxes were required at all alignment changes. Had we been informed of this policy during the design review, we could have minimized the number of boxes required and saved the owner some money. To be fair, our ignorance of this policy was caused by our lack of experience in San Antonio. Next time we'll know better. Mr. Hector Berrones was very professional when the situation arose and helped us solve the problem.
56. When some goes in for information he/she should be given all the information, not just some and then find out that there are several department that have claim to the process and you will have more trouble getting the permit and that includes more money.
57. WORK ON THE PRLEIMINARY PLAN REVIEW BY APPOINTMENT. WHEN A CLIENT ASKS HOW MUCH TIME CAN BE SAVED AND HOW SOON CAN A PERMIT BE PULLED, I NEED TO BE CONFIDENT THAT I CAN GIVE THEM A DEFINITE ANSWER.
58. Would like to see the electrical permit improved - items could be more specific
59. Yes. Written proceedures should be provided to those applying for permits, for all inspection proceedures for eacjh type inspection, for finalization of all permits by trade/department, for proceedures to obtain permit and authorization to proceed with site utilities, for proceedures to obtain a temporary C of O, for proceedures to obtain a temporary cut in for permanent power so the airconditioning can be turned on to install the final building finishes, etc. It was clear to us that no one person knew "the way" to make these things happen. Each person had a different twist and proceedure to follow to obtain authority to perform the work stated above. It was extremely expensive and work delayed as well as cost the City considerably. Had the City had a written policy proceedure for these items you could probably reduce the number of employee's by a significant percentage and thus save tax payers millions.

Improve Overall Communication with Customers

1. I do not like the phone system, when you call 207-1111, most departments do not answer the phone and if you an answer right away you have to hope someone will return you call that day. Usually they do not. Also the new guidelines for something be on the BC agenda before the can get on PC agenda is difficult to achieve at times. The two agencies to not correlate well. Sometimes there is duplication within the agencies.
2. Phone calls! Need better service and persons able to attend to needs at the time of the call not two or three days later.
3. Return phone call in timely manner (8hrs) even if the return call is simply to say "got your message and will get back to you".
4. Increase the efficiency of telephone response time. 2. Field inspectors are not consistant with each other and with City staff. 3. Improve response time of field inspectors. 4. Improve overall efficiency in Central Records. "Very Poor in my experience."
5. A better way of calling for and insp.
6. annual statements for dues to the city would be good. some sort of confirmation on the inspection request line would be good (email or return call). Some of the people could be friendlier also when you talk to them. Updated lists of numbers for each dept would be good. Historical, different branches, central records, licensing etc.
7. answer e-mails.
8. answer the phone
9. Answer the phone.....
10. As I mentioned earlier have one person answering the phone issues that way the other employees can focus on the customers who actually came to their office.
11. be more prompt to service calls, and inform the citizen making the claim about the resolution of violation.
12. Be willing to help when problems occur. Many times they are due to the online services not working correctly and it is a struggle to get permit situations fixed.
13. Better communication with person requesting information
14. Better communication...No one has called us back even after contacting City Council Members direct.

15. Better electronic communications. Faster e-mail response to questions. your website could be more user friendly. sometimes it is hard to locate information.
16. Better phone system or at least a confirmation back that message was handled.
17. Better phone system. The recording suggest visiting the website but after several attempts I was unable to get the answers to my questions. I called again and was transferred several times and was put on hold for long periods of time.
18. calling in inspections is the single most troubling interaction i have experienced. operators are rude, im kept on hold for unseemly periods of time.such a small task as calling in an address for inspection consumes a monumental amount of time. if i choose to leave a message with your messaging service i have to endure a five minute recital every time, i just want to hang up and have an assistant do it. and i know the operators more than likely dont count their jobs in their top ten list of best jobs ever but they dont have to be rude.
19. Generally accountability - seems to be people in the staffing level hide behind voice mail etc -return phone calls average 72 hours across the board. " We are too busy" is the key phrase throughout.
20. Get rid of the automated inspection request line, in lieu of an operator that would be able to communicate any problems that may delay an inspection.
21. Have a payment center at the One Stop for CPS and SAWS fees. It is very inconvenient to have to travel to their remote payment centers. Charge a higher building permit fee and use the extra funds to hire more Inspectors. They are underpaid and overworked. They are unable to meet the inspection load in a timely manner - this costs everyone MONEY and TIME!!!
22. I am often frustrated with the phone system, and have found that sending my question in by email receives faster service.
23. I called the building department Chief building inspector every day for over a week, leaving my question on his voice mail every time. He NEVER returned my call. I was only able to answer my question because I found an expeditor to help me, who knew the answers.
24. I think my contact person forgot about my request, so it may be helpful to set up a reminder on the calendar and then follow up.
25. I would be greatly appreciated if staff knew the postition responsible. I would be greatly appreciated if staff would respond in a timely manner.
26. information required on residential plans submitted to plan review should be accepted on-site (i.e.: safety-glass); stamps w/out architect's name imprinted should not hold up permitting; RETURNING PHONE CALLS ALMOST NON-

EXISTANT SO I JUST GO TO ONE-STOP -- LUCKILY I AM NOT A BIGGER BUILDER!

27. It is often that you are on hold and never get to speak to someone before you cannot hold any longer. If it is getting to be 4:15, no one answers any line.
28. It is really the whole process of how long plans take to get thru the system-- I work for many different building owners in town and all are upset with the system..
29. it is too slow to receive answers and permits, no one answers the telephone, you any leave messages
30. IT WOULD BE NICE TO TALK TO THE PLAN REVIEWER AT THE TIME THEY ARE REVIEWING THE PLANS. I FIND IT HELPFUL TO EXPLAIN THE DESIGN AND THE REASONS FOR THE DESIGN RATHER THAN HAVING SOMEONE TRY TO UNDERSTAND WHAT IS GOING ON.
31. Knowledgable "Information Hotline" manned w/ inspector/code specialists. System geared to those "do it yourselfers" who improve homes and are involved in the permit process(ei: new fences- build walls- build garage/carports-etc)
32. Less automated messages on the phone. Replace with ability to talk to a human being sooner.
33. Mainly more personal communication rather than online.
34. Make a Development Services telephone directory available
35. Make avaialble more technical help over the phone for problems enountered witht the internet permit process. It is very difficult to renew insurance and/or licenses from out of town. You have to leave numerous voicemails and in some instances the voicemail meesage indicates that the mail box is full and simply hangs up. To solve this I have had to make physical trips to have the info updated.
36. Make sure that the staff, when they get a question, please return phone calls. Sometimes just a quick interpretation of a comment can expedite the process. Remember that for every day a phone call is not answered, the closer a client is to possibly paying rent on something that may not be completed on time.
37. PLEASE FOLLOW UP WITH CUUSTOMERS
38. Respond when inquiry is made about a specific project without having to make many calls.
39. Return phone calls in a timely fashion.

40. Reviewers are very difficult to get ahold of on the phone and sometimes do not return calls for several days.
41. shorter hold times while on the phone.
42. Staff need to answer requests more quickly. Staff needs to be adequately staffed so that vacations, maternity leave, etc. does not interfere with the approval process. The fire code and the fire department STILL does not give respect to the re-development of historic structures.
43. Telephone access is frustrating at best. The busy signal is practically extinct now days, due to conveniences like answering machines, call waiting, and kick-outs to secretaries. It'd be nice if the city caught up in this regard.
44. the expedient, written response from the school team is great. if possible it would be good to emulate them.
45. The fact that it is hard to reach people to get an answer about what is further required or to answer a question was horrible.
46. The phone systems are totally non-functional. DS cannot respond to phone inquiries. The on-line inquiry system does not always work; not updated & resolution of problem is unclear.
47. This survey did not ask about seeking services through the telephone. I received very helpful services when I contacted the Development Services office by telephone, and they helped explain the location and how to access information on the web site.
48. timely response
49. What is the purpose of a satellite office if I cant use it for a \$40,000 residential remodeling job. The people are generally good, but the time required is always frustrating. I hate waiting for telephone service. I think more staff is really the only answer. Every initiative to improve development services seems to last only a year or so. It comes down to manpower.
50. When calling in for help or questions I have NEVER spoken to a person. After leaving a message the shortest time for a return call was three days if ever. I have been misdirected several times for information and the people I do speak to on the phone are ALWAYS rude.
51. When you call for inspection or status on your inspection why do we have to listen to that long message everytime why not just have a number that you can call direct to get your status. THANK'S
52. When you call in to get information or schedule a permit, it should not take as long as it does to get someone on the phone.

53. While the online service was easy to use, most contractors do not have internet access in the field. According to the GC for whom I work, there is a need for better phone contact (with a real person, not leaving a message) to schedule an inspection.
54. Yes customer service for the 311 line, I have gone to the McCreles area, 5 palms and dialed 311. I would have to say the area I experienced least help in was 311 and this was pre-katrina because I understand during the evacuee process that number was flooded and it can get stressful but before there is no reason.
55. Yes, better communication w/person requesting service and better communication w/utility company. More efficient time management and response.
56. Reduce the amount of meetings that the employees go to on a daily basis. Most meetings could probably be handled through a memo. Stop changing the development process and cost everytime there is a one time glitch with a single development project. This can be handled by documenting lessons learned and by holding on to employees. There seems to be a lot of interpretation of the development code. I understand there is a great amount of variation to the types of project being submitted, but there are far too many internal development rules that are not being added to the UDC or the other permitting processes. Please train all commission(zoning, planning, city council) members on the development process prior to them actually serving. There seems to not be a lot of understanding of the process and the pitfalls. Create a policy on returning phone calls(time). It is not necessary that you respond with the final answer, it is ok to say it is being researched and I expect to have an answer at this time. The website does not get updated very frequently with revised forms and other items. The approved master plans, mandatory detention areas and other overall development issues are not available on the web site.

Scheduled Appointments for Inspections

1. Absolutely! Better communications and scheduling for inspectors. I know that there is a tremendous amount of work in the San Antonio area, but there are significant amounts of money being wasted when inspectors don't show up, or are very late. There is no way to know when an inspector might (or might not) show up. Realistic scheduling and telephone calls could solve most of these problems.
2. appointment schedule should be implemented for inspections----not just sometime in am or pm
3. better communication by inspectors. at the very least, a time line for person to person communication.
4. Change the inspection system. The inspectors feel that its the responsibility of the contractors to schedule their appointments for them, which is not the case. The contractor has no idea what the inspectors or the customers schedule is like. Yet they are always trying to put that responsibility of scheduling their appointments on the contractor for them. Why are contractors being told to do the job of the inspector? It's a nightmare just trying to get an appointment set up with the inspectors. If you leave contact information for the inspector to contact the customer, they will call one time. And if the customer misses their call the inspector will leave a message saying they will need to reschedule and NOT leave a return phone # for the customer to contact them. Then they WILL FAIL THE INSPECTION. Why are inspections being failed when the job has NEVER BEEN INSPECTED? If the inspector can find a way of getting out of doing an inspection he will. How would you like this to happen to you if you had work done at your home ? Yet this happens on about 90% of the inspections we try to get inspected. It's a miracle just to get one to show up and do their job. Maybe the city should set up some type of job performance evaluation where an inspector does an inspection at a home and he does not know he is being evaluated. Kind of like what channel 5 trouble shooters does to contractors every year. I think that might motivate them to do a better job if they know that their job might be on the line if they do not do a good job. I find that tends to motivate people when they never know when someone is a customer or someone is evaluating them.
5. Communication with city inspectors to the contractors needs to be improved
6. find a better way to get inspections
7. Get inspectors to show up on their appointed day and time.
8. Have all inspections completed within 24 hour period.
9. Having inspections show up when they are scheduled, not two to three days later.
10. Having inspectors out in a more timely fashion would be the only request our company has at this time. It seems that city inspectors are over worked and do not have time to

inspect each property as it is called in on the day requested due to the volume the city has.

11. I would like to see more rapid responses when it comes to field inspections, at some points we wait 1-3 days trying to get an inspection, in which cases holds up production on the jobs.
12. Improve the inspection process on the residential side. It is tough to schedule a city inspector and the homeowner at the same time. The homeowners are taking time off work for us to install a new HVAC system in their home and then we tell them they have to take off another 1/2 day to wait for an inspector. I know they are working on a new system and I hope the new system takes care of this problem. If you can make it easier to get the job inspected, I guarantee that more permits will be pulled. More revenue for the city and happier homeowners!
13. Inspection process needs to be simplified. We have been robbed waiting for inspectors to get to the job site. Unoccupied houses are a real problem in the inner city. Currently, we have been trying to get a mechanical inspection finalized and we have been going around in circles for more than a week. This is the last item required to try and get electricity for the people to move in. This process greatly increases the cost of construction in the inner city.
14. Inspectors should follow up or call all contractors as a courtesy when completing an inspection so that he or she knows exactly what is or is not approved and when he or she can continue, instead of wasting time driving to projects looking for inspection slips or not having the inspectors return your calls.
15. Inspectors are not as available, or informative as they could be. On several occasions, I asked if there were any fees that needed to be paid, and I was told no, only to find out that the process had been held up due to fees needing to be paid. I made 6 trips to the One Stop from New Braunfels to pay fees on the building of one home.
16. Inspectors should schedule inspections. Not THEY WILL BE THERE BETWEEN 8 & 4 we
17. Just the forementioned final inspection process that would name the inspector doing the final inspection.
18. More accurate time estimates.
19. REMOVE THE RESPONSIBILITY OF THE CONTRACTOR SCHEDULING THE INSPECTION WITH THE CUSTOMER. CUSTOMER NEEDS TO SCHEDULE DIRECTLY WITH INSPECTION DEPT. WE HAVE HAD CUSTOMERS CHARGED REINSPECTION FEES OF \$51.50 BECAUSE THE CUSTOMER DID NOT SHOW UP OR INSPECTOR WAS THERE AT DIFFERENT TIME. \$51.50 IS SOMETIMES MORE THAN THE PERMIT

20. Request a more timely response to inspection requests. Inspectors should call before arriving at job site or provide a schedule so contractor is on location during inspection. Online services (Dynamic portal) needs a major overhaul.
21. set inspections at designated times
22. some inspectors do inspections during the day but don't input info until later in the evening. this delays inspections & projects.
23. The only bad experience I have had was with the City inspectors not being consistent and not being professional.
24. The permit process is much improved over years past. But the inspections process (requests, meeting inspectors, feedback regarding inspections, releases to CPS, detailed information regarding failed inspections & releases) seem to have taken a step back. I think the computerization is not working to the benefit of the permit holder. It is awkward, slow and incomplete. And since Development Services have the computer service in place, the ability to actually talk to a person and resolve problems or answer question not addressed on line has become very slow and inconvenient. Please call me, I have been building in SA for 12 years and think I am qualified to provide valuable feedback and suggestions regarding the system. [name and number removed]
25. There are many times when inspections do not take place as scheduled. My assumption is - that department is understaffed for the field work. This is not a complaint; just an observation.
26. There has been difficulty scheduling roughin/final inspections, especially with the inspectors. It could have been because the staff was changing their specified areas of town. At the time (about 2 months ago) it was very inconvenient for the customer, the inspector and our company.
27. **TIMELY INSPECTIONS AND REPORTING OF SAME.**
28. Walk thru means walk thru not everybody giving you a # or check back later ,because there busy or answering telephones. There should be one (person,s)addressing this matter we pay for this services.
29. **WE NEED A CHANGE, INSPECTION REQUEST FOR RETAIL AND A HOME OWNER HAS TO TAKE OFF WORK TO MEET THE INSPECTOR, THEY GET MAD IF THEY HAVE TO TAKE OFF WORK TO GET AN EST. THEN GET THE JOB DONE, THEN INSPECTION**
30. Would like to see a better time frame when the inspectors would come out and inspect the service. Than having to wait all day for just 1 or 2 inspection.

Other Agencies, Policy Issues, and Comments for Improvement

1. This item is related to service--CPS needs some help with educating their employees about residential electric meters. Many of them that I contacted (4 out of 5) to resolve a billing/energy usage issue told me about conflicting erroneous processes dealing with putting a temporary and permanent electric meter.
2. Yes Fire everyone down there !!!!!!!!!!!!!!!
3. 311 Should access complaints for Building permit violations!
4. I would like to commend HDRC for their new website! It is great resource for homeowners and has long been needed. Thanks for giving them the web resources they needed!.
5. keep up the good work!!!
6. Staff is generally responsive--keep it up.
7. The customer service I received was great!!
8. The One-Stop shop is GREAT! Parking and access was easier than expected. The people were VERY willing to help and appreciated the wonderful new facilities.
9. (Management)It starts there fix the top and the rest will fall into place.
1. Establish a committee or develop a process that can review and recommend changes to the UDC as our political and social environment changes.
10. A Citizen's Ombudsman would be a good idea. If I need to do something, I could work with someone who knows the system and who could help me get my goal accomplished.
11. A fraud line set up to report bad contractors. tv spots to warn citizens what to look for. such as all contractors need to be liscensed. etc.
12. ADDRESSING, WHEN YOU HAVE THE CORRECT ADDRESS WHY DOES IT STOP YOU, SAYING IT DOES NOT EXIST, AND WHEN THERE IS A BUILDING PERMIT IN THE SYSTEM, WHY DOES IT SAY IT DOES NOT EXIST
13. All is fine
14. Allow more govenment flexibility in private projects
15. As a neophyte in this process, the system let me request a framing inspection before other required permits (contractors) to the same property were at the required inspection point
16. Better working relationship between city inspectors and private inspection firms, The city should consider sub out some work to private firms. I do not agree with the city adoption of the Uniform codes into the intentional codes. (ask the Attorney General)

17. Call at XXX-XXXX
18. CHANGING STAFF AND HAVING INPUT FROM THE BIZZ
19. Common Sense to simple conditions. Like why have two water meter taps (1 domestic, 1 landscaping)into the city main and increase the potential for leaks in the main, when one will surface with a tee in the line to accomodate to meters and service.
20. Continue to look for improvements through this and other types of community communication.
21. Currently and over the years, open permits have been a real “ thorn in the side” for licensed a/c contractors. The City ‘s procedure for scheduling final inspections has made it difficult to insure the customer’s safety, City liabilities and contractor liabilities. This is the standard procedure: 1. The contractor obtains a permit through the City for the installation of a new heating and or air-conditioning system. 2. The contractor does the work for the customer. 3. This is where the problem begins. If work was done inside the home the inspector needs to get into the home to inspect it to make certain the work meets acceptable code and safety standards. The contractor is now responsible for getting the homeowner and inspector together. The homeowner has paid the bill. Their system is heating or cooling their home. They are comfortable and happy. Some of them don’t care if a final inspection is done or not. They have to take off work to meet an inspector that cannot give an exact time or sometimes even the exact day of an inspection. The contractor is in the middle trying to get the inspection finalized with no way of controlling either the homeowner or the inspector. Consequently, some jobs never get inspected leaving the contractor and possibly the City liable. It is my belief that everyone would be served best if the City would call the homeowner and scheduling the final inspection for several reasons: 1. The City by virtue of being “The City of San Antonio” will carry more weight with the customer. 2. It will get the contractor out of the middle of the scheduling, expediting the final inspection. 3. The City could fine the homeowner for not being there instead of fining the contractor. 4. And best of all, we insure the safety and well being of the citizens of San Antonio. This has been suggested to the City and the answer has been “ We don’t have the manpower to call the customer.” Why not get the manpower? Charge more for the permit if needed. I believe most contractors would be willing to pay more for this service. I know this is a big issue with several other contractors in San Antonio. If you want to chat with me about this give me a call at 599-0100. I will be out of town for two weeks starting Monday but will be available through Friday. I would also encourage you to come to an ACCA meeting and be our guest for lunch. You could talk to several responsible licenses holding HVAC contractors about their concerns on this issue. I am also easy to get in touch with by e-mail at [email removed] . Thanks for the survey and trying to make this great city better! [name removed]
22. Dealing with many cities in the state I found that San Antonio is doing as good a job as any city and for its size is better than most.

23. Designate Life Safety as a priority among the staff which works within the Fire Marshall's purview.
24. Direct access to to Irrigation Permits by address, subdivision, business/trade's name, etc.
25. Enforce requirements for Traffic Impact Studies prior to approval of street cuts and contruction permits. Collect the "true" cost to taxpayers from the developer up front for needed traffic improvements and complete these improvements concurrent with development of the project.
26. eVERYTHING WAS GREAT
27. expand over the counter reviews to include storage/warehouse facilities under 10000 sf
28. Fees for copies of Certificates of Occupanies exceed neighboring cities. An apartment complex could contain 30 buildings on a single site. SA charges a fee for each CofO on each building. The total cost for copies would exceed \$500. If necessary, the fee should be per address not per building.
29. fix the address so they actualyt show up on the system
30. Get a better inspection department.
31. Get rid of Simpson. He's a yes man. Get some one who knows how to work with people and has a sense of commerce and businesses.
32. Get rid of vested rights or reduce them so that a plat must have work done within 5-10 years otherwise it is voided and they have to start over.
33. Go back to allowing electrical masters pull permits not just contractors
34. Great Service. Thank you.
35. HDRC seems to have the welfare of the community under control. You have something to be proud of, so why not make sure it stays that way.
36. I am not real sure due to the fact that I do not know how your system is actually set up or geared to do. I would say however, that if a shell building is being built for lease spaces then maybe there should be a separate file or documentation system that contains the original building information and tracks the lease spaces and all changes and improvements made within the building that will also tie the information into your existing system. Something that once the request for construction permit would analyze the construction procedures requesting approval against the existing structures and then would flag construction operations that might cause damage to structural integrity, require additional insulation or support features due to construction applications, etc. Also if things like this are due to a "Grandfather Clause" situation it seems to me that buildings built as lease spaces should not be allowed to be claused. Those buildings are

constantly changing and the building owner entities should be required to make necessary compliance updates as the spaces become vacant and/or before they are leased again.

37. I do not know how you could fix the addressing situation but that is the only problem I see & it is mainly when you have to add a suite or lot # that it gives me a problem & I have to call Able. Also when an address is in the flood zone I have to make a phone call- it is just time consuming. Issues like that I wish could be changed but probably there is nothing that can be done about that. All in all I like the system.
38. I feel that the city should have a better system with City Public Service in regards to permitting. Overall we were very frustrated due to the city not inputting the correct information in the system and for not giving CPS the information when it became available. We understand that new systems have flaws that need to be worked out; however the experience we encountered with your customer service department was awful. We deal with customer related issues daily and I felt the representatives should have been more accomodating to our needs before responding. We were very perterbed at the fact that we couldn't do any construction at our project due to the city not serving our needs better.
39. I find the service adequate.
40. I have been working in the region for six years and I have seen an improvement in development services in that time. Requiring the professional to deliver the plans for permit is a good idea,however, the loop hole is that the Architect is not specified. If the project is designed by an architect they should be the control point for information coming back into the review team. In the case of reviews a document should be prepared that is signed off by all parties on items that have been agreed upon. We have had several instances where there is no accountability by the review team when it is time to approve a solution to an issue that has been discussed in the past and resolved.
41. I have seen the recommendations of our committee go to the overhead number system, TV's in the lobby to occupy patrons waiting for service, directional signage in the lobby, and stream lining some minor permit processes.
42. I strongly suggest that the current director be replaced. I strongly urge the City to set up for the Development Services a board of directors that has actual authority to set policies, oversee management effectiveness, and enforce consistent interpretation of the code across all departments.
43. I think along with everyone else, thru the internet things are getting better.How ever I can't believe in this high tech world their are still many loop holes for a chosen few in sa. That is detrimental to the tax payers as well as the city. Thanks
44. I think everything is handled very effeciently.
45. I think Fire Marshals should be used as Fire Marshals and professionals should be used for reviewing submittals and inspecting installations of fire alarm systems. Fire Marshals are reviewing material that is prepared by a Nicet level three or a fire protection engineer.

I do not think they are qualified to review, question or inspect level 3's or engineers as level 3's or engineers are not qualified to review, question or inspect a fire marshal saving a life or putting out a fire. We need to put the work back in the hands that are experienced to perform the work.

46. I think not, at this time. As I said, I think the system could use some help, but you have GREAT people.
47. I think that permitting of new construction within low income areas should be encouraged and that changes in zoning should be easier to do. New construction, in general, is a great help to areas around san antonio where land is available, but housing has suffered. i.e. changing from R4 to RM4 or MF33
48. I think the city is doing a commendable job. I would suggest recognition of those who do exeptional service if you do not already.
49. I think you should survey the city councilman services to the community. I had my first and only experience with Chip Haas as far I am concerned which was very unsatisfactory and the communication appeared to be the main reason. That would seem a more appropriate survey purpose to keep the Mayor's pulse on what is going on there, at least in my opinion in terms of surveying the garage sale permits.
50. I would ask that the boundaries for the Noise Abatement issue regarding the airport be reconsidered. When I reveiwed the map outlining the covered areas it literally looks as though someone simply traced an airplane ourline on the map and left it at that. The noise from the airport is not only an issue for myself, but others in our neighborhood as well. It often sounds as though the planes are going to land right on the house! We experience interruptions in our daily lives to include conversations inside and outside of our homes, interrupted sleep and rattling windows, to name a few.
51. I would like to be able to know proposed developments by area and name
52. I would suggest a similar survey be conducted within the development community to evaluate the overall development review process and be more broad based as to the services sought, ie subdivision processing, platting,MDP, Tree Preservation etc.
53. I would suggest better/faster coordination with CPS when installation of gas lines/ HVAC and new meters are involved
54. I wouldn't know. I often go for information and am well taken care of.
55. If you want to continue business development start over with new staff and new directives. We've done work in the cities surrounding San Antonio and those projects were built without delay or threatening our client relationships. It's only a matter of how much the city wishes to increase its tax base.
56. In general, the process has been improving.

57. It could not have been better. The process was completed in less than 2 hours
58. IT SEEM TO BE DOING GREAT.
59. It would be great if there were aerial photos that went with maps of the specific areas of the city.
60. Keep up the good work
61. Keep up the good work
62. Keep up the good work.
63. less government
64. Let the people at Vallyview handle deck permits
65. Loose UDC
66. Lower the prices for permitting. They are overly redundant and make working in your city very hard. Also, accept more means of payment.
67. More detailed information about application applicants and permit contacts
68. more than can be typed into here, the development services needs to be revamped, the city does very little for the fees charged & many cases does not even provide inspections for fees charged. [phone number removed]
69. My experience at the one stop center was good. I do not have any recommendations for change at this time.
70. My experience was perfect.
71. My experience with The City of San Antonio has improved drastically over the past year. The only area I have seen no improvement in is with regards to the Traffic reviewer on site. We continue to have problems with changes being required after plans are approved and improvements are in place, i.e., relocating or replacing brand new sidewalks or Handicap ramps that were installed and approved during the course of construction. This is unacceptable and has cost myself and my clients considerable financial consequences.
72. My personal opinion I think everything runs pretty smoothly.
73. my recommendation would be in the electrical section.
74. Need to have specific trade permit all inclusive; i.e. One permit for a particular address for certain trade to include everything pertaining to that trade (Sanitary waste and vent, domestic water, natural gas etc. all on one permit)
75. new properities are not listed...need quicker update of new properties

76. No - my experience was first rate.
77. NO JUST KEEP UP THE DEVELOPMENT
78. no service was satisfactory
79. No, I am satisfied
80. No, not really. Everything went fine.
81. No, would like cheaper fees, but wouldn't we all.
82. no, you are doing a great job.
83. No; they are the best organization that the city has. Always friendly and helpful
84. none,keep up the good work
85. None. The process with SAWS and CPS is timely and difficult.
86. now its better as they are in new location
87. Obviously, San Antonio is experiencing significant growth. By definition, that will put an extra workload on current City Staff and require training/employment of new personnel. The dynamic of those processes tend to slow down City response times. Encouraging and supporting Staff, like those cited as providing excellent service, is important to the extra effort that they gave to my project issues.
88. On a project that is stamped by a registered professional engineer, don't have staff second guessing their information. We had to provide natural gas calculations and pipe sizing information before we could get our permit. Some of the pipe sizes were reduced. City of San Antonio now takes liability for this. We have a stamped drawing. Better to leave it alone.
89. On the project with Fire Station #47, and with other projects in the past, locating and getting the permit has been difficult because for some reason the addresses located on the plats and the address of the post office or physical address do not always agree. For example, on this project, it was a typographical error that made the two addresses not agree, but in the past we have had difficulty with this as well. We've even been told that such an address did not exist. If someone could see what could be done to maybe marry the two sets of records better, that would be a tremendous help.
90. On the whole, Development Services is running pretty smoothly now. There is always room for improvement.....
91. overall they do a very good job
92. Perhaps a forum or some type of system where ongoing commentary and discussion amongst parties to process ideas into actionable policy summaries that can then be

monitored by the lead offices of development. Generating an online thinktank could bring more ideas into the mix while giving those in the public, those using the City's services, to continue offering their opinions throughout the year.

93. Please determine why the list of permits and inspections for a given residence under the old system (with no requirement to log in) are not showing up under the new, must-log-in, on-line system. Examples: 13003 Legend Cave Drive and 4030 Legend Creek Drive.
94. please explain, why a Cof O is needed in a building where a business had been operating
95. Provide for better and more reliable inspections to ensure the law enforcement of building codes
96. Provide recourse for neighborhoods to prevent inappropriate demolition.
97. Recind the need for plans to be sealed by Registered Architects. This has added approx 15% to the cost of most projects. There are building projects, regardless of square footage, that are so simple in design that any draftman could draw. So long that the drawings are stamped and approved by certified registered engineers any Builder should be able to generate a working set of blueprints and be able to get a building permit.
98. Replace Emil Moncivais ASAP please, I like the guy personally but he is doing a lot of damage directly and hiding behind other staff. The City of San Antonio is his playground without regard for anything but his personal dream for legacy.
99. Same thing that you're doing with the City Attorney's office - reinterview and make decisions accordingly.
100. SAWS needs to be improved- significantly. SAWS has no accountability and no way of tracking projects from submission through plan review, inspections and final approval. SAWS submission process is poor. Development Services has improved over the past several years. They need to return calls or e-mails- very few do. The platting process takes entirely too long. The after hours billing for plan review takes advantage of the submitter or one who submits project for plan review.
101. see SHARE ABT YOUR EXPERIENCE W/SAN ANTONIO
102. Self improvement book in the waiting area.
103. Send out notification to contractors when City license registrations are about to expire.
104. service was thorough and professional
105. Simply simplify.
106. Since the development of the One Stop customer service has improved enormously. The creation of the Online permitting system has greatly saved us a great amount of time and

money. Now we need to work on the inspection process and customer service in that area.

107. someone should be responsible for checking all permits that have been pulled and making sure that they are being closed and all final inspections are being reported. someone should also make sure people are not working without proper permits... because it hurts our industry and the city of san antonio. The staff also seems to pay more attention to big time developers, and they seem to snub everybody else.
108. Stop breaking the authority given the City by the Sate, use Neighborhood Advisory Councils as stated by the State, not Neighborhood Association, make it illegal for Council to "request" donations from citizens with issues going in front of Council.
109. strip the organization and bid it out for quality oriented companies to run from a commercial perspective
110. **STRONGER LAWS AGAINST CONTRACTORS**
111. Strongly curb the power of the historical distric review boards.
112. Strongly reccomend an appeals board for complaints such as mine or others. Manual available for this, and is being done in other cities.
113. Support the Fire Dept. This survey was too specific in some of its' questions. For instance it asked for the zip code for my most recent activity and/or it would not let me comment that we had numerous different locations that we did work at but if I had answered with only one zip code this survey could theoreticly give a false indication of activity.....
114. System is not working and some of the department heads should be replaced.
115. The "One Stop" center opened during our project. That was a major improvement.
116. The La Cantera Shops was handled well. Especially since after hour inspection were granted to help get the shops open. That made a big difference for the GC's to get their clients open. Again, a pleasure work in SA.
117. The Landscape, Tree, and Streetscape Ordinances need to be streamlined and/or simplified. They are very limiting to creative design. Many of the surrounding municipalities have much more strengent guidlines but allow more design possibilities. i.e. Leon Valley
118. The links in surrounding areas have been very resourcedul. Parking downtown for city offices has always been an issue. So other alternatives available have helped greatly.
119. The service I needed was useful.
120. The system is always improving for the better.

121. The Tree Preservation Ordinance needs to be revamped, Mrs. Debbie Reid, is overly zealous regarding removing any tree, down to 2" diameter, plus she wants us not to remove trash trees, such as Cedar, or ash Juniper, hackberry, persimmon trees, which according to the Austin Tree Ordinance is consider trash trees to be removed. These trees are not native trees and are endanger species and also choke out the good species such as Oaks, and other good species. These trash trees have proven to suck moisture from the aquifer and moisture from the good trees. There is no logical reason to save any of these type of trees. But according to the Tree Preservation Ordinance they are considered equal with Oaks and other attractive species. Its very difficult to survey sites and identify all of the good specie trees and try to work around this jungle of trash trees mention above. I'm and Architect & developer, I appreciate the economic & aesthetic value that the existing trees have on developments and that we need certain logical controls, that are flexible and not a threat to force developers look for legal loop holes to avoid these controls. Thanks Mr. Harberger for allowing me to discuss the above. I also have had a problem with the processing for building permits, which under the new system has stated that is more efficient. 8 to 10 year ago we could get a project through the permitting process in 30 day average & now its 3 to 4 months , which is ridiculous. The standard joke with development community is that San Antonio Development Services is a one stop, but never come out. Thanks again, [name removed]
122. There are too many areas to mention here. However, as I said earlier in this questionnaire, I'll be glad to sit down with anyone at the city and discuss these matters with them, as long as the information gets back to you, the Mayor. and you take clear and decisive action to stop the endemic corruption and featherbedding. [name removed]
123. think about a better way to provide contractors with a license than to make them run around San Antonio
124. Think the folks are getting up to speed and try to work with conditions as best possible.
125. to more service the builder and the community more personal interaction between builder and the environment and the public needs to coincide
126. Unfortunately I cannot offer areas for improvement based on my one project in San Antonio. From my experience I would recommend other areas look at your development services as a model program.
127. We need more PE PDH training choices.
128. We used to have to post the permit at the garage sale site. There was nothing to print except the receipt. Maybe there should be some sort of permit print function? Otherwise, how do we know that garage sales are legal?
129. When a plan is submitted and sealed by a professional Architect/Engineer a "conditional permit" could be issued while issues are hammered out between the responsible professionals and the staff who ARE NOT LEGALLY responsible like the A/E is to his client.

130. when complaints are filed against businesses the city should demand personal info on the complainant because this service is waisting tax dollars by chasing false complaints just because two neighbors do not get along this service is being used to get people in trouble for no reason other personal vendetta's
131. where can i look for all the permits issued in a certain period of time?
132. Yes - I would like to meet with the Mayor to discuss these recommendations in person. [name and number removed]
133. Yes, get rid of the Historic Review Board.
134. Yes, I think building inspectors need to get tougher on building contractors when it comes to correcting work that does not pass inspection, no matter how many times it takes to pass inspection.
135. Yes. I am [removed for privacy] for the City of San Antonio. Mr.Archer, Assistant Director is making changes to the Building Department that will set that department back into the Stone Ages. He is going to implement procedures that were tried 20 years ago and failed miserably. We have tried to reason with him, but he still thinks he is in Kansas City where he came from. This is San Antonio and his program will not work. Common sense tells you that. All the Chairman's of the various construction boards are not happy with the changes he is attempting to make behind everyones back. We would like a meeting with you to discuss this situation. We appreciate your efforts to improve Development Services and don't want to see it take steps backwards. Thanks. [name, number, company removed]
136. You should trying improving the cost of the permit. Second don't charge an additional cost due to rain. Third let there be 3 garage sale per year instead of 2 per household.